



Final Project Report

August 2018 - January 2022



GOOD GOVERNANCE AND CITIZENS ENGAGEMENT

for justice, security, environmental protection
and social cohesion in eastern Ukraine

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Acronyms and Abbreviations

AGORA	Assisting the Governance and Recovery Agenda for Donbas assessment
ADR	Alternative dispute resolution
ALDA	European Association for Local Democracy
ASC	Administrative service centre
CAB	Citizens' Advisory Bureau
CSO	Civil society organization
CSS	Centre for safety and security
CSWG	Community security working group
DV	Domestic violence
EECP	Entry-exit checkpoint
EIA	Environmental impact assessment
EPR	Extended producer responsibility
FLAS	Free legal aid system
GBV	Gender-based violence
GCA	Government-controlled areas
HDPN	Humanitarian-Development-Peace nexus
IDP	Internally displaced person
ICT	Information and communication technologies
LSGB	Local self-government body
MRTOT	Ministry for Reintegration of Temporarily Occupied Territories
NGCA	Non-government-controlled areas
NGO	Non-governmental organization
PC	Public Council
SCORE	Social Cohesion and Reconciliation Index
SDG	Sustainable Development Goal
SES	State Emergency Service of Ukraine
SGF	Small grant fund
SP	Service provider
STEAM	Science, Technology, Engineering, Arts, Mathematics
ToT	Training of trainers
UNDP	United Nations Development Programme
UNFPA	United Nations Population Fund
UNHCR	United Nations High Commissioner for Refugees
UN RPP	United Nations Recovery and Peacebuilding Programme

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Executive Summary

The Project, during its implementation, made important contributions towards strengthening local governance institutions, enabling them to provide gender-responsive and non-discriminatory public services, enhancing community security and social cohesion, as well as addressing environmental challenges in the conflict-affected communities in eastern Ukraine.

An important contribution was made towards the creation of accountable and resilient regional and local institutions, including the establishment of the E-Democracy Universal Platform in six pilot communities in Donetsk and Luhansk oblasts¹. The platform is designed make the work of local authorities more transparent, and allow citizens to participate directly in the decision-making processes by taking part in the formulation of public budgeting, submitting initiatives to improve the well-being of their communities, and drawing the attention of public servants to specific development issues.

Furthermore, the Project supported the establishment of 12 Public Platforms for Influencing Decision-Making in the communities of Donetsk and Luhansk oblasts². The Public Platforms were created as alternative advisory bodies to the local authorities, supporting effective interaction between local governance bodies and community members, to address pressing development issues in the communities, especially in rural areas.

34 Public Councils (PCs) were supported by the Project to serve as consultative and advisory bodies to foster citizens' participation in the development, implementation and monitoring of public policies. Over 450 recommendations, developed by the PCs, were implemented in recovery planning, infrastructure

rehabilitation, reintegration of veterans, environmental protection and social cohesion. Moreover, 29 Youth Public Councils were established, involving some 410 young women and men in the processes of planning and decision-making, aimed at solving issues of socio-economic, political and cultural life of this group.

During the Project implementation, 11 Citizens Advisory Bureaus (CABs) rendered almost 16,000 quality legal, administrative and psychological services to the conflict-affected people (64% women), especially the most vulnerable groups, including internally displaced persons (IDPs) and elderly. In addition, the Project supported 24 CABs and civil society organizations (CSOs) rendering advisory services (legal, administrative, social, psychological, pedagogical, digital, etc.) to the population in the conflict-affected areas, including those coming from the non-government-controlled areas (NGCAs). Over the project implementation period, these CSOs assisted more than 20,000 (56% women) conflict-affected people in eastern Ukraine.

In total, 102 civic initiatives were supported through the Project's small grants fund (SGF). The initiatives aimed to promote openness and accountability in local authorities, the piloting of innovative e-government tools, the provision of quality public and advisory services to the public, and the establishment of dialogue for effective cooperation between citizens and local authorities. The initiatives benefitted over 208,000 people (57% women).

In total, six communities of Donetsk and Luhansk oblasts benefitted from the elaboration of the environmental protection strategies. Each document suggests a strategic vision of the territory with a list of priority development projects to improve the environmental

1 Kurakhove, Ocheretyne, Siversk and Toretsk in Donetsk Oblast; Bilovodsk and Popasna in Luhansk Oblast.

2 Khlibodarivka, Kurakhove, Ocheretyne, Siversk, Vynohradne and Zvanivka in Donetsk Oblast; Bilovodsk, Hirske, Kreminna, Popasna, Shchastia and Stanytsia Luhanska in Luhansk Oblast.

safety at the local level³. The elaborated documents aimed to lay the basis for a comprehensive strategic plan of community development, which will allow to better reflect the priorities of each community in addressing environmental issues, as well as receive funding for implementation of environmental programmes.

Furthermore, the Strategy and the Programme of ecological development of Toretsk was adopted in July 2021, allowing the community to independently design an environmental budget, using environmental tax income to implement local projects that address the area's most pressing environmental issues.

With the expert support from the Project, an environmental impact assessment (EIA) of the construction of a regional waste management facility in Luhansk Oblast was commissioned. The EIA thoroughly examined the possible environmental impact of this planned construction on the area and the population and underwent public discussion. The assessment provided the basis for informed decisions to be taken on the planned implementation of the landfill project. In addition, the Project supported a total of 57 civic initiatives that contribute to enhancing waste management and recycling, promoting renewable energy sources, developing green tourism, and restoring water resources in the local communities, directly benefitting more than 65,000 people (58% women).

As part of the comprehensive support to ensuring public safety and security and fostering the implementation of the "Community Police Officer" project in eastern Ukraine, 16 police stations in Donetsk and 15 police stations in Luhansk oblasts were outfitted with the required furniture and IT equipment to be fully operational⁴.

In addition, three new police stations opened in Krasnorichenske, Triokhizbenka and Zolote, Luhansk Oblast, to strengthen the security situation in these communities, benefitting over 30,000 people.

Through its small grant fund, the Project facilitated the implementation of two regional community policing programmes in Donetsk and Luhansk oblasts to promote the interaction of police with local population. These programmes covered several thematic areas, such as prevention of domestic and gender-based violence, prevention of drug addiction among youth, raising awareness of street safety and traffic rules, raising public awareness and preventing fraud on the Internet, by phone or with bank cards.

The Project, in cooperation with UNFPA and the local authorities, supported the establishment of four shelters in Manhush and Myrnohrad (Donetsk Oblast), Kreminna and Popasna (Luhansk Oblast), as well as two day-centres in Pokrovsk and Vuhledar (both in Donetsk Oblast). The main function of these facilities is not only physical assistance to SGBV and domestic violence survivors but also comprehensive social, psychological, and primary legal assistance, accompanied by awareness-raising activities, aimed at preventing repeated cases of violence against women and girls. As of January 2022, 686 people (606 women) have received comprehensive social, medical, informational, psychological and primary legal assistance related to GBV/DV response and prevention.

During the project implementation period, 11 Centres for Safety and Security (CSS), operating in targeted communities of Donetsk Oblast, received the necessary equipment, such as medical training mannequins, automated external defibrillators, laptops, projectors and projector screens, to provide quality medical assistance, sharing this knowledge and skills with their fellow colleagues. Moreover, two training centres of the State Emergency Service (SES) in Donetsk and Luhansk oblasts were supplied with the necessary computer equipment, software and furniture to enable the centres to function at full capacity, enabling professional training of firefighters and local fire brigades. In total, over 900 SES employees and representatives of local enterprises are trained in these centres annually.

3 Siversk and Soledar communities of Donetsk Oblast, and Bilovodsk, Krasnorichenske, Novoaidar and Popasna communities of Luhansk Oblast.

4 Manhush (2 police stations in Yalta and Bilosaraiska kosa villages), Vuhledar (Nikolske village), Sartana and Cherkaske, Myrne, Kramatorsk (Shabelkivka village), Novotroitske, Shakhivka, Oleksandrivka (Ocheretyne, Petrivka villages), Lyman (Rubtsi, Ridkodub villages), Zvanivka, Soledar, Mykolaivska in Donetsk Oblast; Shchastia, Lozno-Oleksandrivka, Stanytsia Luhanska, Nyzhnioteple, Milove, Kreminna, Bilovodsk, Veselivka, Kalmykivka, Kolomyichykh, Troitske (Topoli, Lantrativka villages), Shulhynka, Markivka, Pryvillia in Luhansk Oblast.

Furthermore, the Project piloted a what3words application – an innovative tool that enables emergency responders to find the exact location of an incident and render their services more quickly. Moreover, the SES Departments in eastern Ukraine received a set of ICT equipment and software allowing them to determine the exact location of an accident or emergency, plan routes, and communicate with residents in danger.

A mobile application named “eCourt” is available to ensure equal access to court services for all citizens, including residents of remote and non-government-controlled areas. The application allows its users to rapidly access essential documents in their personal e-offices, and enables courts to inform litigants about the status of specific cases in real time. By the end of the Project, over 28,500 people have already used the eCourt application. Moreover, to facilitate access to free legal aid, personal e-offices have been introduced on the website of the Coordination Centre of Legal Aid Provision. This new tool allows citizens to apply for legal advice and track the history of their requests and responses in one virtual space.

A methodology and tools for carrying out the peer review of provided free primary and secondary legal aid were developed as a part of a pilot implementation of the peer review system in Ukraine. The system is expected to introduce the quality assessment of legal aid in civil and administrative cases, contributing to the continued provision of high-quality representation, legal advice and other legal services provided by the state-guaranteed legal aid system.

The Project also facilitated the creation of an online learning platform for upbringing free legal aid volunteers from the target communities. These volunteers are expected to work in close cooperation with the local free legal aid centres. As of today, the platform offers a variety of courses on different issues, including those related to the full-scale war in Ukraine, and continues its activity, ensuring learning opportunities are available for paralegals on an ongoing basis.

Meaningful progress was made towards strengthening social cohesion, promoting civic engagement and citizen participation in the local decision-making processes. Thirty-two Community Security Working Groups (CSWG) have been active in the target communities of Donetsk and Luhansk oblasts, providing space for a police-community dialogue, information exchanges, and interaction among local authorities, security providers and community members to address identified security issues. Overall, the groups involve more than 787 active participants (60% women). Notably, 30 gender-responsive community profiles developed by the CSWGs on a participatory basis have enabled civil society activists to advocate for and adopt solutions for the most pressing security issues identified in their communities. In addition, two dedicated manuals on the establishment of a CSWG in the community and the application of a community profiling tool were developed.

Through a number of networking activities and advocacy support from the Project, the Association of NGOs of Luhansk Oblast was established to strengthen the role of the public sector of Luhansk Oblast. The Association received the necessary ICT equipment to conduct online meetings with all its members to shape the internal policies of the organization. Moreover, the Development Strategy of the Association for 2022-2025 and other important strategic documents were drawn up to strengthen the organization and enhance the influence of the region’s civil society institutions as well as contribute to connectivity between diverse civil society organizations and local institutions.

The Project took significant steps towards empowering young people to implement and promote their peacebuilding initiatives in the conflict-affected areas of eastern Ukraine. Through an innovative online platform, “FUNdraiser”⁵, 154 young people (112 girls) submitted applications via the platform, and 25 teams registered to raise money for their projects. Moreover, five initiatives on public safety and social cohesion were selected to receive further funding and mentorship support.

5 This activity is co-funded by the Government of the Netherlands.



The SES departments in Donetsk and Luhansk oblasts received necessary equipment to fight the COVID-19 in local communities.
Photo credit: SES Ukraine

Methodological recommendations with lesson plans, were developed by the teachers from Donetsk and Luhansk oblasts for the newly introduced school course on Civic Education. Moreover, an online course on Management of Volunteers Programmes was developed for community leaders engaged in volunteer projects. Additionally, in collaboration with the Ministry of Digital Transformation of Ukraine, an online educational series on e-signature was launched to explain how e-signature would benefit citizens to implement the functions of e-democracy, ensuring access of citizens and entrepreneurs to receive public services online.

First in Ukraine regional strategy for STEAM⁶ education development was elaborated with broad participation of civil society and experts, and a regional STEAM centre was opened in Kramatorsk, Donetsk Oblast. The centre can train yearly nearly 150 teachers from Donetsk oblast on how to integrate STEAM approaches into the school curricula, and can also be used for holding extracurricular activities for the local youth.

The Project supported the work of the Geoinformation System to Monitor, Analyse and Evaluate Conflicts – an innovative [web-based tool](#) that allows residents of the conflict-affected communities to identify local conflicts and seek their further settlement. By the end of the Project, 41 conflict analysts (29 women) and 36 mediators (27 women) were involved in the work of the Geoinformation system. Since the launch of the platform, 546 conflicts were registered in Donetsk, Luhansk and Zaporizhzhia oblasts, out of which more than 44% were resolved and 30% are in process of resolution.

More than 810 participants from all over Ukraine developed practical solutions to the most pressing problems of community development, inclusive security services and gender-based violence, during the three national hackathons “Hack for Locals”, conducted by the Project throughout 2019-2021. The 14 projects were selected to receive grants and mentoring support for the implementation of the ideas they developed at the hackathon⁷.

6 Science, Technology, Engineering, Arts, Mathematics.

7 This activity is co-funded by the EU and the Governments of the Netherlands.

Moreover, 130 events were organized by the “Ambassadors of Peace” network, engaging some 6,500 (67% girls) conflict-affected boys and girls⁸. In addition, a dedicated booklet was created to summarise the experience and consolidate the best practices of the network.

To empower local community members to participate in the decision-making process and advocate for their interests, the Project supported 8 communities in Donetsk and Luhansk oblasts in piloting participatory budget mechanisms. As a result, 73 projects were submitted for voting and 37 projects were subsequently supported.

The Project, under its SGF, enabled CSOs from the conflict-affected communities to implement 189 initiatives aimed at enhancing community security and social cohesion, improving access to justice, alleviating COVID-19 impact, countering SGBV/DV and building the capacities of local media, which benefitted more than 203,500 (57% women) local citizens. Moreover, the Project supported 117 civil society mini-initiatives in Donetsk and Luhansk oblasts, to strengthen humanitarian-development nexus work, social cohesion and community security, support youth and volunteering projects, enhance gender equality in conflict-affected communities, benefiting over 124,500 women and men from the target areas (53% women).

Ultimately, the Project also contributed to addressing the urgent needs of people affected by COVID-19 in eastern Ukraine. Support was rendered to the service providers remaining at the forefront of preventing the spread of the coronavirus disease, as well as to the CSOs operating in the region. In particular, the SES and National Police departments in Donetsk and Luhansk oblasts were equipped with over 76,000 PPE items, 61 motor-sprayers, 22 containers of surface sanitizers for surfaces, some 9,000 pcs of hand disinfectant, 75 kg and 168 litres of surface disinfectants. Additionally, nine Centres for Safety and Security in Donetsk Oblast received 10 motor-sprayers and nine firefighting back-

packs. Local healthcare facilities were supported through the provision of 1,860 medical protective suits and 10 containers of sanitizers. The technical assistance and computer equipment were provided to the Situation Centre of the SES Headquarters in Kyiv to support its operations during the lockdown and coordination with the regional offices. Overall, 340 litres of antiseptic liquids were procured for legal aid centres and local courts in Donetsk and Luhansk oblasts. In addition, more than 1,000 community members received PPE to support safer activities in their communities.

The results above were all achieved within the project duration, from August 2018 to January 2022. Understandably, there will also be parts, especially in the following ‘Context Overview’, which will refer to the large-scale military invasion of Ukraine by the Russian Federation on 24 February 2022, less than a month after the completion of the project. Regrettably, this has had major consequences on the intended outcomes and subsequent impact of this project, as almost all of the targeted communities are now within an active warzone. To the extent feasible in an area where fighting continues, UNDP has assessed the damages of past interventions. Unfortunately, many development gains are now lost.

There is, though, one positive element which is worth mentioning, namely the strong partnerships built over many years of collaboration and to which this project has contributed to. It was a key factor in the United Nations Recovery and Peacebuilding Programme (UN RPP) continuing to provide much-needed support to the affected areas immediately and throughout the past six months of fighting. In partnership with local authorities, small businesses, displaced universities, civil society organisations and emergency rescuers, UN RPP has been helping affected communities by addressing some of the most immediate needs. This strong bond which has been formed since the start of the UN RPP, turned out to be the most valuable asset in times of great distress. Surely, it will continue to be a key factor for the planned recovery of this area once the fighting stops.

8 This activity is co-funded by the EU and the Governments of the Netherlands.

Context overview

The conflict in eastern Ukraine, which erupted in spring 2014, has negatively affected the region's socio-economic and environmental situation, community security, social cohesion and called for further actions to help the local governance structures to more effectively address the public needs. In response, and in close partnership with Sweden, Switzerland and Denmark, UNDP implemented a project "Good governance and citizens engagement for justice, security, environmental protection and social cohesion in eastern Ukraine. The Project was an integral part of the UN Recovery and Peacebuilding Programme (UN RPP), which is an area-based programmatic framework supported by twelve international donors. The UN RPP's overarching objective lies in building inclusive and responsive governance structures, stimulation of employment and economic recovery, strengthening of social cohesion, community security as well as support to implementing healthcare reform at the regional and local levels.

The local elections, conducted on 25 October 2020 under new election rules, provided an opportunity for local communities to elect new local self-governments at various levels and thus formally establish the new territorial units (TCs), marking the end to the current stage of the decentralisation reform. At the same time, the government postponed, for security reasons, local elections in 18 communities of Donetsk and Luhansk oblasts that are located along the 'contact line'⁹.

As a result, over 450,000 conflict-affected women and men were unable to exercise their voting rights. Deprived of this opportunity, these population groups became, de facto, unable to exercise their right to have a say in determining local development policies. President Zelensky in February 2021 signed decrees on the establishment of civil-military administrations

(CMAs) in those territorial communities in which no elections could take place, as the absence of elections had caused a vacuum of governance. As of December 2021, acting heads of the CMAs in both Donetsk and Luhansk oblasts were appointed.

Several important steps were taken during the project implementation period in support of Ukraine's reintegration agenda, including:

- The 2030 Economic Development Strategy for Donetsk and Luhansk Oblasts, which offers a new approach to the economic revitalization of the government-controlled areas (GCAs) of Donetsk and Luhansk oblasts.
- A draft law on a Period of Transition, designed by the Ministry for Reintegration of the Temporarily Occupied Territories (MRTOT), which sets out the main stages and procedures for the gradual restoration of constitutional order, citizens' rights, and the legitimate legal interests of legal entities whose interests have been violated during the armed conflict.

The COVID-19 pandemic had a significant impact on developments throughout the project implementation period, including policy and programmatic responses. The socio-economic effect of the pandemic itself and the quarantine measures imposed to combat it, combined with the delayed and initially insufficient vaccination programme, prompted further increases in unemployment, poverty, and social conflicts driven by inequalities. As of 1 January 2022, 3,672,675 cases of COVID-19 (96,089 deaths) were registered in Ukraine, including 168,069 cases in Donetsk and 59,815 cases in Luhansk oblasts¹⁰. The vaccination campaign against COVID-19 started in Ukraine in late February 2021, and 14,713,309 people (35% of the total population) were

9 This includes ten project's target communities, namely: Mariinka, Ocheretyne, Olhynka, Toretsk, and Volnovakha in Donetsk Oblast, Hirske, Popasna, Shchastia, Shyrokyi, and Stanytsia Luhanska in Luhansk Oblast.

10 According to the data of the Ministry of Health of Ukraine

vaccinated as of 3 January 2022, with 93% of them being fully vaccinated¹¹. According to the World Bank, Ukraine remained among the European countries most affected by the COVID-19 pandemic with regard to the healthcare sector.

The shock of the COVID-19 pandemic created additional pressures on the already struggling conflict-affected populations. It has disrupted communications between the GCA and NGCA, with a 97% reduction in crossings of the 'contact line' in 2020 (from 1.2 million crossings per month to only 30,000). Despite the partial reopening of the entry-exit crossing points (EECPs), the level of movement across the 'contact line' remained consistently low throughout 2021¹². The public health-related measures applied on both sides of the 'contact line' further complicated the ability of people living in the NGCA to access essential services – let alone to maintain contact with family and friends – in the GCA.

Decaying industries and abandoned coal mines in eastern Ukraine have posed a significant risk to the region, particularly in cities where the industrial sector is prominent, by contaminating underground water sources, polluting the environment, and causing subsidence damage. Prior to the conflict, Donetsk and Luhansk oblasts were home to some 4,500 potentially environmentally hazardous enterprises, which were mainly located in densely populated areas¹³.

Over the past few years, there have been repeated reports of disruptions of water supply and water disposal systems and facilities, some describing the discharge of pollutants directly into water sources. According to an assessment by the Assisting the Governance and Recovery Agenda for Donbas (AGORA) project, more than 50% of residents of conflict-affected

communities identified at least one environmental concern in their settlement, such as illegal landfills, air pollution, or water pollution¹⁴.

The situation worsened with the start of the Russian Federation's large-scale military invasion of Ukraine on 24 February 2022. The war has already resulted in significant loss of life, unprecedented displacement, internally and towards neighbouring countries, and devastating destruction of infrastructure. The security situation and the overall operational environment have deteriorated rapidly since the outbreak of war. The recently updated UN Ukraine Flash Appeal shows that at least 17.7 million people are in immediate need of emergency assistance and protection¹⁵.

According to the latest estimates, over 9.9 million people have already left Ukraine as refugees and over 6.3 million moved within the country¹⁶. Many of those displaced are women and children. They leave behind shattered landscapes: as of 13 June 2022, over 2,000 education facilities, 656 medical institutions, 256 factories and enterprises, 111 administrative buildings, and 735 cultural buildings were damaged or destroyed. The total amount of direct documented infrastructure damages is \$95.5 billion, while the overall economic losses from the war exceed \$564 billion¹⁷. Satellite imagery-based building damage assessments indicate that, for example, in Mariupol, an estimated 32% of buildings were damaged¹⁸. Large areas are contaminated with explosive ordnance¹⁹. Mines, booby-traps and improvised explosive devices left behind pose a significant danger to the civilians and returnees²⁰.

The civilian toll of the ongoing war continues to grow. As of 27 June, the number of civilian casualties stands

11 Ibid.

12 Humanitarian Needs Overview, OCHA, 2021.

13 Environmental Assessment and Recovery Priorities for Eastern Ukraine, OSCE, 2017.

14 AGORA Information Hub, UN RPP, ACTED, IMPACT, 2020.

15 Ukraine Flash Appeal (March – August 2022), OCHA, <https://bit.ly/3xQj8YL>

16 Ukraine Data Explorer, OCHA, <https://data.humdata.org/visualization/ukraine-humanitarian-operations/>

17 Damages to Ukraine's Infrastructure, Kyiv School of Economics (18 April 2022), <https://kse.ua/russia-will-pay/>

18 <https://www.unitar.org/maps/countries/107>

19 MASC Situation Report (31 July 2022), <https://bit.ly/3CuXyvt>

20 Ukraine: Humanitarian Impact Situation Report, OCHA, <https://bit.ly/3KbjFHh>



Borodianka, Kyiv Oblast, 6 April 2022.
Photo credit: Oleksandr Ratushniak / UNDP Ukraine

at 10,631 – including 4,731 killed – according to the Office of the United Nations High Commissioner for Human Rights (OHCHR). In Donetsk and Luhansk oblasts, civilian casualties are the highest in the country, with OHCHR reporting 6,029 casualties (2,773 killed and 3,256 injured). In the rest of Ukraine, OHCHR reports 4,602 civilian casualties. The actual figures might be, however, considerably higher, as the receipt of information from some locations, where intense hostilities have been going on, has been delayed and many reports are still pending validation. This concerns, for example, Mariupol (Donetsk Oblast) and Popasna, Lysychansk, and Sievierodonetsk (Luhansk Oblast), where there are allegations of numerous civilian casualties²¹.

As the conflict intensified, many Project's target settlements in eastern Ukraine came under relentless

shelling and active military fighting. Some of the war's most shocking moments have occurred in Mariupol, one of the region's largest and most bombarded cities. The most severely affected locations also include Lyman and Volnovakha in Donetsk Oblast, and Lysychansk, Popasna, Rubizhne, and Sievierodonetsk in Luhansk Oblast.

The ability of local authorities and service providers to sustain a minimum level of services has also been severely hampered in war-affected areas, as employees have fled or can no longer access their workplaces. The forced displacement has placed an additional burden on local service providers in host and transit communities, including administrative services, healthcare, mental health, and social services, and those concerned with ensuring access to justice. According to the OCHA/REACH Rapid Needs Assessment (RNA)²²,

21 Ukraine: civilian casualty update 27 June 2022, OHCHR, <https://bit.ly/3ytkJU5>

22 Rapid Needs Assessment (RNA) of Conflict-Affected Areas, REACH, <https://bit.ly/3K9OrAr>

IDPs face difficulties accessing information about the availability of assistance, housing, legal aid, information about evacuation and transportation, information on the registration process, and employment opportunities. The ongoing crisis is revealing further exacerbation of gender inequities, particularly among women facing multiple forms of discrimination. According to a Rapid Gender Analysis by UN Women and CARE²³, the threat of gender-based violence – including conflict-related sexual violence, sexual exploitation and abuse and human trafficking – has risen exponentially since the war began. Women are particularly reliant on social support, access to which is hindered especially in the NGCA and war-affected areas. Key population groups, including those directly war-affected, survivors of war crimes, including sexual and gender-based violence (SGBV), and women providing care for children, the elderly, and sick, are at increased risk of mental disorders and psychological distress. Mental health and psychosocial support services will be critical to address trauma and stress disorders. Provision of assistance to SGBV survivors is a particular concern: rape has emerged as a weapon of war, and a toxic, hyper-masculine environment has led to a sharp increase in the incidence of conflict-related sexual violence, sexual exploitation and abuse and human trafficking.

The war has also had a devastated impact on Ukraine's economy and people's livelihoods. According to the ILO, over 4.8 million jobs have been lost since the start of the war, equal to 30% of pre-conflict employment in Ukraine. This number might further increase to seven million jobs as a result of the escalation of hostilities²⁴.

Early UNDP projections suggest that if the war deepens and expands, up to 90% of the population of Ukraine could be facing poverty and vulnerability to poverty by the end of 2022, and 30% of the people are likely to require life-saving assistance²⁵. The World Bank forecasts that Ukraine's economy is expected to shrink by 45.1% in 2022. The exact magnitude of the

contraction will depend on the duration and intensity of the war, and the levels of destruction of productive capacity, damage to arable lands, and labour supply²⁶.

The UNDP analysis also suggests that development setbacks for Ukraine will be significant, including increased inequalities and poverty rates; the country's economy, its social fabric, and the environment will also suffer. Eighteen years of socio-economic achievements in Ukraine are at risk, and to mitigate such dramatic development setbacks, an effective humanitarian-development-peace nexus approach will be critical²⁷.

Following Russia's invasion, Ukraine has submitted its application for EU membership status. On 23 June 2022, EU member governments decided to grant EU candidate status to the country. The path to joining the EU might be long and would require that steps are taken in a number of areas, including strengthening the rule of law, improving human rights, anti-corruption and structural economic reforms.

Since the beginning of the Russian invasion of Ukraine on 24 February 2022, the territories of the Project's target locations became a centre of hostilities and are being most affected by the ongoing war.

Many of the target communities (Mariupol in Donetsk Oblast; all target communities in Luhansk Oblast) became non-government-controlled territories, while others are now at the frontline. Intense and escalating hostilities continue to cause casualties among civilians, as well as massive destruction of critical infrastructure in the region. Moreover, most of the civilian population, namely women, children, elderly and persons with disabilities, have left the region since the Heads of the Civil-Military Administrations called for the evacuation from Donetsk and Luhansk oblasts in early April 2022 (*detailed information on the current status of each target community with an overview of damages is available in Annex 3*).

23 Rapid Gender Analysis of Ukraine, UN Women, <https://bit.ly/3a4lBW0>

24 The impact of the Ukraine crisis on the world of work: Initial assessments, ILO (11 May 2022), <https://bit.ly/3y9yGqn>

25 The Development Impact of the War in Ukraine: Initial projections, UNDP, <https://bit.ly/3xNBeKW>

26 Europe and Central Asia Economic Update, World Bank, <https://bit.ly/38hGko0>

27 The Development Impact of the War in Ukraine: Initial projections, UNDP, <https://bit.ly/3xNBeKW>



OUTPUT 1

CAPABLE, INCLUSIVE AND ACCOUNTABLE LOCAL GOVERNANCE INSTITUTIONS CONTRIBUTE TO CONFLICT RISKS MITIGATION AND PEACEBUILDING

Photo credit: Vitalii Sheveliev / UNDP in Ukraine

Under this output, the Project's interventions were aimed to support the implementation of a gender-responsive decentralization reform process at regional and community levels with a focus on the following:

- fostering the territorial amalgamation process;
- facilitating fiscal decentralization to enable local authorities to efficiently manage available public funds and mobilize additional resources;
- strengthening institutional capacities of the local authorities and the delivery of inclusive and gender-responsive administrative services to community members, especially from vulnerable groups;
- enhancing civil society's interaction with the local authorities in designing, implementing and monitoring local policies.

At the outcome level, SCORE shows that the proportion of conflict-affected women and men who are actively engaged in civic activities was constantly growing, compared to the baseline: from 14% in 2017 to 28% in 2021 in Donetsk Oblast, and from 20% in 2017 to 28% in 2021 in Luhansk Oblast. There was a significant increase across all five different dimensions of civic participation in the community life, including attending events organized by local authorities (from 14% to 18%) or NGOs (from 25% to 32%), signing petitions (from 20% to 40%), volunteering, or donating money and other resources for good causes (from 25% to 33%), and participating in demonstrations at the local level (from 8% to 18%). Community cooperation, greater citizens' engagement, and active citizenry are not only contributing to a better quality of governance and service provision but also supporting the creation of more cohesive societies that are more stable, prosperous, and more resilient to shocks, violence, and instability.

Prior to the war, local authorities in eastern Ukraine, including village and town administrations, as well as mayors and heads of communities, were the most trusted among all other political institutions

both at the central (President, Parliament, Cabinet of Ministers) and regional (Oblast Administrations) levels²⁸. Moreover, the views that local authorities could ask for additional payments to provide services are less common (4.5), especially in Luhansk Oblast (3.6), compared to the perceptions of grand corruption among the political elite (8.1) and key public service providers at the national level (7.6).

This can be attributed to the first results of the decentralization of power and resources from the central to the local level, as well as the application of the principles of good governance supported by the Project, which provide more opportunities for public participation in defining local budget priorities, monitoring, and evaluating the efficiency of their implementation. Satisfaction with the efficiency of services was improving Donetsk and Luhansk oblasts, with all services showing an upward trend since 2017. Despite the COVID-19 pandemic in 2019, perceptions of service provision plateaued but did not show a steep decline, demonstrating a level of resilience, as it was for administrative services (5.0 in 2019 and 5.4 in 2021)²⁹.

The Project completed the establishment of the E-Democracy Universal Platform in the six pilot communities of Donetsk and Luhansk oblasts³⁰. The platform is designed make the work of local authorities more transparent, and will allow citizens to participate directly in the decision-making processes by taking part in the formulation of public budgeting, submitting initiatives to improve the well-being of their communities, and drawing the attention of public servants to specific development issues.

To further increase the openness and transparency of the work of local self-government bodies, the Project supplied the necessary hard- and software to launch the "Holos" electronic voting system in 12 target communities³¹. The implementation of the system

28 Cumulative scores for Donetsk and Luhansk oblasts are the following: Trust in the head of a town/village – 4.4, Trust in town/village administrations – 4.2, Trust in oblast state administrations – 3.1, Trust in the President – 2.7, Trust in the Cabinet of Ministers – 1.7, Trust in the Parliament – 1.6 (SCORE, 2021).

29 [SCORE Ukraine 2021 Trends Report: An investigation of sociopolitical, civic and economic trends](#).

30 Kurakhove, Ocheretyne, Siversk and Toretsk in Donetsk Oblast; Bilovodsk and Popasna in Luhansk Oblast.

31 Zvanivka, Khlibodarivka, Kurakhove, Ocheretyne, and Siversk in Donetsk Oblast, and Kreminna, Hirske, Shchastia, Stanytsia Luhanska, Bilovodsk, Popasna, and Troitske in Luhansk Oblast.

facilitates the preparation and holding of meetings in local councils, as well as voting. The system also provides an analysis of the work of deputies and involves citizens in decision-making.

Furthermore, the Project facilitated the establishment of six Public Platforms for Influencing Decision-Making in the communities of Donetsk and Luhansk oblasts³². The Public Platforms were created as alternative advisory bodies to the local authorities, supporting effective interaction between local governance bodies and community members, to address pressing development issues in the communities, and especially in rural areas. The creation of six more Public Platforms³³ was supported through the provision of necessary equipment, software and furniture.

34 Public Councils (PCs) were supported by the Project to serve as consultative and advisory bodies to foster citizens' participation in the development, implementation and monitoring of public policies. Over 450 recommendations, developed by the PCs, were implemented in recovery planning, infrastructure rehabilitation, reintegration of veterans, environmental protection and social cohesion. Moreover, 29 Youth Public Councils were established, involving some 410 young women and men in the processes of planning and decision-making, aimed at solving issues of socio-economic, political and cultural life of this group.

During the Project implementation, 11 Citizens Advisory Bureaus (CABs) rendered almost 16,000 quality legal, administrative and psychological services to the conflict-affected people (64% women), especially the most vulnerable groups, including IDPs and elderly. In addition, the Project supported 24 CABs and CSOs rendering advisory services (legal, administrative, social, psychological, pedagogical, digital, etc.) to the population in the conflict-affected areas, including those coming from NGCAs. Over the project implementation period, these CSOs assisted more than 20,000 (56% women) conflict-affected people in eastern Ukraine.

Under the Project, more than 3,600 (78% women) representatives of local authorities and civil society from the target communities in Donetsk and Luhansk oblasts increased their knowledge on good governance, participatory decision-making, public finance, interaction between local authorities and community members, and public monitoring, including through the dedicated Good Governance Platform, launched in cooperation with the European Association for Local Democracy (ALDA).

In total, 102 civic initiatives were supported through the Project's small grants fund (SGF). The initiatives aimed to promote openness and accountability in local authorities, the piloting of innovative e-government tools, the provision of quality public and advisory services to the public, and the establishment of dialogue for effective cooperation between citizens and local authorities. The initiatives benefited over 208,000 people (57% women).

The first national contest of IT solutions – “East Code 2020” – engaged 112 teams to identify innovative ideas in the areas of effective governance and citizen engagement in decision-making, environmental protection and sustainable local development and modern tools of public service provision. The five winning projects received financial and mentoring support for their implementation in the communities of Donetsk and Luhansk oblasts³⁴. The next year's “EastCode 2021” attracted more than 300 participants from all over Ukraine and produced a variety of creative ideas to enhance good governance and civic engagement, environmental protection, sustainable development and responsible consumption, and access to public services in the conflict-affected areas of eastern Ukraine. The nine winning teams received financial assistance of up to \$20,000 and mentoring support to pilot their solutions in the project's target communities in Donetsk and Luhansk oblasts, including those located along the ‘contact line’.

32 Kurakhove, Ocheretyne, Siversk and Vynohradne in Donetsk Oblast; Bilovodsk and Popasna in Luhansk Oblast.

33 Zvanivka and Khlibodarivka in Donetsk Oblast, and Kreminna, Hirske, Shchastia and Stanytsia Luhanska in Luhansk Oblast.

34 The “East Code 2020” was co-funded by the European Union and the Government of Canada.

Sub-output 1.1. – Institutional capacities strengthened to operate in a conflict sensitive manner and handle good governance requirements pre and post territorial amalgamation

Activity 1.1.1.

To provide expert support to new ATCs or territorial communities in the process of being amalgamated.

To foster decentralization reform in Donetsk and Luhansk oblasts, the Project worked extensively to increase the capacities of local self-government bodies in the target communities to advance the process of amalgamation.

Throughout the Project implementation, a series of online and in-person capacity-building activities were conducted to enhance the knowledge and competencies of representatives of local authorities in the target communities. Overall, 112 (90 women) local officials, civil servants and civil society leaders improved their professional skills in critical thinking, stress resistance, interpersonal communication, ability to learn and master new knowledge and experience, adaptability and self-management, which allowed to promote the adaptation of the public servants' qualifications to the standards of the European Union. Moreover, 52 local officials have enhanced their skills and knowledge on issues related to the delegation of tasks from regional and local authorities, legal frameworks, the integration of gender-responsive measures into decision-making processes. In addition, 18 (9 women) representatives of the local self-government bodies/CMA of Donetsk and Luhansk oblasts increased their knowledge of e-services and e-democracy tools, and digital transformation at the community level during the study visit to Kyiv Oblast on 18-22 October 2021.

In 2021, the Project launched a training programme for the local authorities and civil society (the Good Governance Platform) in cooperation with the European Association for Local Democracy (ALDA), an organisation dedicated to promoting good

governance and citizen participation at the local level, which focuses in particular on activities that facilitate cooperation between local authorities and civil society in the European Union and its neighbourhood.

The training programme included learning sessions, roundtable discussions, and identifying and studying best practices of good governance and citizen engagement at the local level. With support from ALDA experts, the representatives of the target communities of Donetsk and Luhansk oblasts studied European experiences of responsible local governance, including the principles of publicity, transparency, innovations, and partnership, as well as raising their awareness about the professional competencies required for representatives of local authorities and public leaders. Notably, the programme aimed to strengthen the work of the local authorities, including their communications with citizens and promoting civic engagement in local decision-making. The participation of civil society representatives was crucial, as it provided opportunities for mutual dialogue and the planning of possible joint work.

The training programme consisted of 12 training sessions, which were conducted offline from June through August 2021. Overall, 240 (197 women) representatives from local communities and civil society enhanced their knowledge in the areas of effective mechanisms for interaction between local authorities, the public and the media, publicity, transparency and innovation in local governance, local budgeting, the introduction of e-democracy in local self-government and mediation principles as well as public monitoring and anti-corruption controls.

Moreover, in partnership with the Ukrainian Association of Raion and Oblast Councils (UAROR), the Project elaborated several analytical notes on attracting investments and mobilizing resources for the local



Participants of the training programme of the Good Governance Platform.
Photo credit: ALDA

communities, interaction between the local authorities and civil society, local budgeting and application of a project management approach to local planning and development. The notes were disseminated among local authorities of the targeted communities reaching out to more than 1,400 interested stakeholders.

Activity 1.1.2. **To build the capacities of regional and local authorities of conflict-affected areas in administrative and fiscal decentralisation.**

Fiscal decentralization is a cornerstone for effective implementation of the ongoing decentralization reform processes. It envisages the ability of local self-government bodies (LSGBs) to effectively manage their financial resources through proper planning, public budgeting, tax and fee administration. Thus, as part of a comprehensive effort to support fiscal decentralization in Donetsk and Luhansk oblasts, the Project worked to increase the financial capacity of the territorial communities and improve their

financial planning, income policies, and procurement processes.

As a result of project activities, 1,078 (970 women) financial specialists from local authorities, deputies of local councils, and representatives of public enterprises and CSOs increased their professional skills in effective budget planning and implementation, as well as further monitoring the use of public funds in local communities. They have also amassed in-depth knowledge of the budgeting process, responsible actors and their respective functions, monitoring and evaluation of the budgetary programmes and elaboration of informed management decisions.

Moreover, during 2021, the Project organized two study visits to Lviv and Dnipropetrovsk oblasts for the representatives of the local authorities from eastern Ukraine to acquire practical skills and learn about successful practices in building capable, efficient, and transparent local financial management systems. As a result, 40 (37 women) financial specialists from Donetsk and Luhansk oblasts increased their knowledge in

efficient local financial management including through application of various digital solutions.

Activity 1.1.3.

To support the development of effective participatory mechanisms (taking into account existing mechanisms such as the civil society hubs supported by UNDP).

To support the target communities in eastern Ukraine in introducing effective ICT solutions in public administration, the Project conducted a series of online training sessions on implementation of e-democracy principles in the work of local self-government bodies and establishment of feedback mechanisms at the local level. In total, 67 (48 women) specialists of local executive bodies and representatives of civil society of the target communities in Donetsk and Luhansk oblasts took part in this capacity building programme. The participants enhanced their knowledge of standards and best practices in the field of information rights and ensuring access to public information, learned about online feedback mechanisms that are available for the citizens to openly raise their concerns related to local community development processes, identified and discussed emerging challenges regarding the application of the Law of Ukraine “On Access to Public Information”, as well as discussed recent innovations in legislation, aimed at promoting e-democracy.

With the implementation of the decentralization reform in Ukraine, it became essential to provide for the citizen participation in decision-making. In this regard, the development and use of e-democracy tools by communities is important, especially given the constraints that the COVID-19 pandemic placed on conducting safe interactions between citizens and local authorities. With this in view, the Project from March through May 2021 conducted an assessment of the institutional capacities of the local authorities in 20 target communities of Donetsk and Luhansk oblasts³⁵ (Annex 6). The study looked at the availability of e-democracy tools (e-appeals, e-petitions, public

budget, and online consultations) in each community, analysed their use, and studied access to public information and the involvement of citizens in decision-making. This revealed that, although almost all target communities have introduced e-democracy tools, they are not used effectively by either the local authorities or the public. To address the issue, the study provided a set of recommendations, including further improvement of the local legal base to regulate the use of e-democracy instruments, ensuring accessibility of e-democracy tools to citizens, as well as access to information, and further building the capacities of employees of the local authorities in working with e-democracy tools, taking into account best international practices in this field.

Activity 1.1.4.

To support the development or strengthening of citizens information and feedback mechanism.

With this activity, the Project supported the target communities through enabling local authorities and citizens to manage disagreements, redress grievances, and prevent conflicts, thus maintaining effective cooperation in resolving local development issues.

In this regard, the Project elaborated methodological recommendations on ways and mechanisms to ensure civil society’s constructive engagement with the local authorities, in line with the existing legislative framework and realities of the conflict-affected environment. The recommendations were disseminated among the local authorities to help them use a wide range of available tools to enhance civic participation, including establishment of public councils, opportunities for citizens to submit petitions as well as regular face-to-face meetings.

Moreover, a number of online and offline capacity building events was conducted by the Project during its implementation cycle. In total, 152 (106 women) representatives of local authorities, media and civil society enhanced their communication skills to better

35 Donetsk Oblast: Volnovakha, Krasnohorivka, Kurakhove, Mariinka, Olhynka, Ocheretyne, Siversk, Soledar, Toretsk, and Khlibodarivka. Luhansk Oblast: Bilovodsk, Hirske, Zolote, Krasna Talivka, Krasnorichenske, Novoaidar, Popasna, Stanytsia Luhanska, Shyrokyi, and Shchastia.

interact with the public and to ensure their access to information. The participants studied the existing mechanisms for interaction between local authorities, citizens and media and ways to establish effective communications between them, as well as gained valuable skills in applying effective communications instruments and developing communications strategies for local authorities.

Activity 1.1.5.

To enhance social cohesion and demonstrate to citizens how they can contribute to rooting good governance principles in the work of their respective local governments.

The Project's interventions under this activity were targeted at raising awareness and enhancing competences of local authorities and civil society in transparency, integrity and anti-corruption best practices, as well as fostering local anti-corruption initiatives to increase transparency and confidence in local public institutions. In total, 80 (55 women) representatives of the local authorities and NGOs of Donetsk and Luhansk oblasts strengthened their knowledge on public monitoring and anti-corruption control. Within the "Good Governance Workshop" initiative the CSOs in Donetsk and Luhansk oblasts increased their institutional and technical capacity to promote and implement the principles of good governance, transparency and public monitoring of local government activities. Overall, 76 representatives of local CSOs, executive institutions, and expert circles from both Donetsk and Luhansk oblasts received extensive knowledge on how to ensure transparency in public procurement, in the application of the ProZorro and DoZorro tools in anti-corruption monitoring and working with open data portals.

Furthermore, to advance the implementation of good governance policies and further strengthen the institutional capacity of local communities, the Project organized two regional conferences entitled "Local Good Governance: Challenges and Solutions"³⁶.

The conferences were held in cooperation with ALDA to summarise the efforts and results of Project in supporting the implementation of good governance principles in communities in Donetsk and Luhansk oblasts. The events brought together 53 (42 women) representatives of local authorities, CSOs, and active members of territorial communities to share their positive experiences of good governance through presenting best practices in local self-government and successful examples of cooperation with civil society during the decentralization reform.

In particular, the participants exchanged their experience of implementing projects and developing good governance, including setting up citizens advisory bureaus, introducing participatory school budgets, and organising social hubs, youth councils, etc. The final conferences aimed to highlight the achievements of the Good Governance Platform in strengthening the institutional capacity of local authorities in managing communities, ensuring the public has a say in decision-making, and implementing good governance policies using the principles of participatory democracy.

Activity 1.1.6.

To train representatives of LSGBs to report in a clear and transparent manner to citizens on activities carried out, funds spent, and results obtained.

Under this activity, the work focused on supporting target communities in eastern Ukraine by strengthening cooperation between the public authorities and civil society, and implementing various instruments to help increase the openness and accountability of local self-government bodies.

To this end, the Project enabled 206 (165 women) representatives of the local authorities and civil society sector to increase their skills in transparent and clear reporting by the executive authorities to the communities on activities undertaken and funds spent, and results achieved.

36 On 1-2 November 2021 in Kreminna, Luhansk Oblast and on 3-4 November 2021 in Sviatohirsk, Donetsk Oblast.

the E-Democracy Universal Platforms, based on the VOLIS system, in the selected target communities³⁸.

The Project also conducted a series of consultations and discussion with the local authorities on implementation of the platforms in the target communities, with a focus not only on strengthening the citizens' participation in the decision-making processes but also in increasing transparency and accountability of the local authorities as well as local population's access to various social and administrative services.

The comprehensive work on the platforms' installation included the following steps:

- capacity building of the representatives of the pilot communities;
- appointment and technical training of the system administrators (two people from each community);
- allocation of the dedicated premises for system placement;
- supply of equipment (laptops, desk computers, monitors, tablets and printers), software and furniture.

Notably, the provided E-Democracy Universal Platforms will make the work of local authorities more transparent, and will allow citizens to directly participate in decision-making processes by taking part in the formulation of public budgeting, submitting initiatives to improve the well-being of their communities, and drawing the attention of public officials to problems identified in their communities, as well as allowing them to view relevant documents and follow related discussions online. More specifically, the platforms support online participatory budgeting and voting, virtual meetings, interactions with citizens, monitoring of council meetings online, the introduction of an internal case and document management system, and more.

To further increase the openness and transparency of the work of local self-government bodies, the Project supported the launch of the "Holos" electronic voting

system in 12 target communities³⁹. The implementation of the system facilitates the preparation and holding of meetings in local councils, as well as voting. The system also provides an analysis of the work of deputies and involves citizens in decision-making. For this purpose, the Project supplied the necessary hardware (servers, desktop and tablet computers) and the "Holos" software for installation in the premises of local councils. Moreover, the Project conducted training programme for 20 (15 women) representatives of the target communities on the use of the electronic voting system in the daily work of local councils.

To promote innovative solutions that will foster citizens' participation in decision-making processes, improve the provision of public services, and develop local communities, the Project launched a national contest of IT-solutions "East Code". The [first competition](#) was conducted in October-November 2020 to identify innovative ideas in the following areas: effective governance and citizen engagement in decision-making, environmental protection and sustainable local development and modern tools of public service provision. Out of 112 teams participated in the contest, the five winning projects received financial and mentoring support for their implementation in the communities of Donetsk and Luhansk oblasts⁴⁰.

The EastCode 2021 contest was held jointly with the Ministry of Digital Transformation of Ukraine, the Ministry of Environment and Natural Resources of Ukraine, Donetsk and Luhansk Oblast Administrations, and other national partners and leading IT companies working in Ukraine. A total of 312 teams from all over Ukraine offered innovative solutions in three thematic areas: good governance and civic engagement; environmental protection, sustainable development and responsible consumption; and public services, service delivery and access to services. Over two months of fruitful work with a team of mentors, the contestants improved their ideas and went through several stages of selection: out of the initial 312 teams, 60 were

38 Kurakhove, Ocheretyne, Siversk and Toretsk communities in Donetsk Oblast, and Bilovodsk and Popasna communities in Luhansk Oblast.

39 Zvanivka, Khlibodarivka, Kurakhove, Ocheretyne, and Siversk in Donetsk Oblast, and Kreminna, Hirske, Shchastia, Stanytsia Luhanska, Bilovodsk, Popasna, and Troitske in Luhansk Oblast.

40 The "East Code 2020" was co-funded by the European Union and the Government of Canada.

EASTC DE 2021
National contest of innovative solutions for
communities of eastern Ukraine



selected for the semi-finals, and, after mentoring meetings, 20 projects went on to the final. Following extensive work and fruitful discussions, the nine winning teams were selected. The winning project teams received up to \$20,000 and mentoring support to pilot their solutions in the project's target communities in Donetsk and Luhansk oblasts, including communities located along the 'contact line'.

Activity 1.2.2. To support the set-up of remote TsNAP for new ATCs where TsNAPs are located in central ATC cities only.

The Project supported the establishment of Public Platforms for Influencing Decision-Making in six pilot communities in Donetsk and Luhansk oblasts⁴¹.

The public platforms enable citizens to be involved in local decision-making processes, establishing effective communications between local councils, civil society, and community members, and providing high-quality

public services to community residents. Generally, a public platform serves as an alternative consultative and advisory body to local authorities. However, unlike a public council, such a platform does not require permanent membership (the membership can be changed based on the issues being discussed), and its members do not necessarily represent an officially registered NGO.

Therefore, public platforms are more suitable and effective for small communities with few registered NGOs. Importantly, the sustainability of the public platforms' activity was ensured by official legal acts passed by the local authorities and adopted regulations and work plans in each community.

In cooperation with the local authorities the regulations and work plans for public platforms operation were adopted, and dedicated premises for the work of the platform in each community allocated. In addition, the communities created remote workplaces in starosta districts⁴² or distant settlements.

41 Bilovodsk, Kurakhove, Ocheretyne, Popasna, Siversk and Vynohradne.

42 Statosta district is a part of the ATC's territory, comprised of settlement or several settlements, whose interests are represented by an elected official of a local self-government body called "starosta".

All workplaces were equipped with the necessary hardware (LED screens, laptops, multimedia boards, multifunction devices, etc.) and software. This facilitates the work of the platforms, as well as creates opportunities for providing high-quality electronic services to community residents, especially those living in remote areas. Thus, each community member will be able to pay taxes or utilities bills online, review decisions of the local councils, have access to reports, cadastral maps and other public documents as well as submit proposals and appeals.

Notably, the public platforms already proved to be an effective mechanism to allow the public to participate in local decision-making and improve living conditions in conflict-affected communities. Successful examples of such involvement include the following:

- Introduction of the system of electronic economic accounting “Smart Village” and document management systems “DOK PROF 3” in Markivka community. The server hardware made it easy to integrate these systems into the existing community information network.
- Six local initiatives were implemented in Velyka Novosilka TC: the creation of an information centre; art space as a platform for active participation of young people in the life of their community; creation of an open class on the basis of the Velyka Novosilka High School #2; inclusive resource centre of the school radio broadcasting studio.

To further support effective communications between local authorities and citizens, and to enhance the provision of public services in rural communities, the Project supported the establishment of six more Public Platforms for Influencing Decision-Making⁴³ by providing the required equipment (LED screens, laptops, multimedia boards, multifunction devices, etc.), furniture and software.

Activity 1.2.3.

To support Public Councils creation, as well as the formation of a network of Public Councils (PCs).

The development of territorial communities in a democratic environment is impossible without the development of civil society institutions and ensuring that there is proper dialogue between the local authorities and civil society. In this regard, the Project supported 34 Public Councils (PCs) in the target communities in Donetsk and Luhansk oblasts as forums for the direct participation of citizens in decision-making at the local level. The Public Councils (23 in Donetsk Oblast and 11 in Luhansk Oblast)⁴⁴ have served as consultative and advisory bodies to advocate for the most pressing issues in the community to be addressed, as well as to monitor the implementation of public policies. Over 450 recommendations, developed by the PCs, were implemented for recovery planning, infrastructure rehabilitation, improving waste management and environmental protection, reintegration of veterans, as well as community security and social cohesion in eastern Ukraine. For example, the PC in Starobilsk (Luhansk Oblast) participated actively in the discussion of the local summer health campaign and advocated for allocation of additional funds from the district budget for health vouchers for the most vulnerable children. Following the extensive advocacy support from the PC in Kramatorsk, Donetsk Oblast, a parents’ council was created to address issues of safety and security of children at schools, education process improvement and well-being of pupils in the community.

To promote active participation of the conflict-affected youth in the processes of decision-making in their communities, 29 youth public councils were established in Donetsk and Luhansk oblasts (20 in Donetsk Oblast

43 Zvanivka and Khlibodarivka in Donetsk Oblast, and Kreminna, Hirske, Shchastia and Stanytsia Luhanska in Luhansk Oblast.

44 Donetsk Oblast (Donetsk Oblast State Administration, Avdiivka City Council, Bakhmut City Council, Dobropillia City Council, Druzhkivka City Council, Kostiantynivka City Council, Kramatorsk City Council, Lyman City Council, Myrnohrad City Council, Novohrodivka City Council, Pokrovsk City Council, Sloviansk City Council, Selydove City Council, Bakhmut Raion (District) Administration, Volnovakha Raion Administration, Dobropillia Raion Administration, Kostiantynivka Raion Administration, Mariinka Raion Administration, Nikolske Raion Administration, Oleksandrivka Raion Administration, Pokrovsk Raion Administration, Sloviansk Raion Administration, Yasynuvata Raion Administration); Luhansk Oblast (Luhansk Oblast State Administration, Kreminna Regional Administration, Kreminna City Council, Markivka Regional Administration, Milove Raion Administration, Novoaidar Raion Administration, Novopskov Raion Administration, Popasna Raion Administration, Stanytsia Luhanska Raion Administration, Starobilsk Raion Administration, Troitske Raion Administration).



Representatives of CSOs from eastern and southern Ukraine talk during a networking event in Kobleve, Mykolaiv Oblast, in September 2021.
Photo credit: Artem Poznanskii / UNDP in Ukraine

and nine in Luhansk Oblast)⁴⁵, engaging some 410 young women and men⁴⁶. The youth councils worked to involve young people in the processes of strategic planning and decision-making, addressing issues of the socio-economic, political, and cultural life of this target group. Notable examples of the youth councils work included participation of the Bakhmut youth council in the development of the local programme “Youth. Family. Children” for 2021-2025.

The programme was subsequently adopted by the city council and included a detailed action plans aimed at providing social support to vulnerable children

and families, creating opportunities for learning and employment for youth, enhancing gender equality and preventing GBV and domestic violence, etc. The youth council in Novopskov (Luhansk Oblast) initiated and conducted an environmental awareness raising campaign with a series of training sessions for local children and youth.

Importantly, the sustainability of both platforms – Public Councils and Youth Public Councils – was ensured by a number of legislative acts, as well as by official decisions of local self-government bodies, adopted in each community⁴⁷.

45 Donetsk Oblast (Donetsk Oblast State Administration, Bakhmut ATC, Bakhmut Raion Administration, Velyka Novosilka Raion Administration, Volnovakha Raion Administration, Vuhledar ATC, Dobropillia City Council, Dobropillia Raion Administration, Druzhkivka City Council, Kostiantynivka City Council, Kramatorsk City Council, Lyman ATC, Mariupol City Council, Nikolske Raion Administration, Novohrodivka City Council, Oleksandrivka ATC, Pokrovsk City Council, Selydove City Council, Siversk City Council, Sloviansk City Council); Luhansk Oblast (Luhansk Oblast State Administration, Troitske Village Council, Novopskov Village Council, Chmyrivka Village Council, Bilokurakynne Village Council, Bilovodsk ATC, Krasnorichenske ATC, Popasna City Council, Sievierodonetsk City Council).

46 352 in Donetsk and 58 in Luhansk oblasts.

47 [Law of Ukraine “About local self-government in Ukraine”, specifically articles 13, 14, 15 on the bodies of self-organization of the population; Law of Ukraine “About the bodies of self-organization of the population”; Typical provisions on the public council at the central, local executive body, established by the decree of the Cabinet of Ministers of Ukraine #1378 on 15.10.2004; Decree of the Cabinet of Ministers of Ukraine #1198 dated 18.12.2018 “On approval of standard regulations on youth advisory bodies”](#). Examples of local decisions: [Mariupol Youth Public Council](#); [Bakhmut Public Council](#).

Activity 1.2.4.

To expand the activities of Citizen Advisory Bureaus (CABs) or pilot other local mechanisms for integrated solutions, with a particular focus on isolated communities or communities located near the contact line.

Improving the quality of, and access to, legal and administrative services for community members in eastern Ukraine – in particular to vulnerable groups – was among the Project's priorities. In this regard, Citizens' Advisory Bureaus (CABs) have played an important role in supporting local authorities in delivering essential services to conflict-affected persons. The Project supported the network of 11 CABs which rendered quality advisory support to residents of Donetsk and Luhansk oblasts, including those coming from the NGCAs. Furthermore, to strengthen capacities of the CABs, the Project organized learning activities for 50 (60% women) representatives of the supported NGOs on successful communication with citizens and local authorities, media and stakeholders, holding of public events, as well as on practical tools for organization of CABs work based on the needs and feedback from the users. A total of 15,864 quality legal, administrative and psychological services were rendered to the conflict-affected people (64% women), especially the most vulnerable groups, including IDPs and elderly. Notably, during the COVID-19 lockdown, the CABs actively used alternative instruments and tools for providing remote support, such as counselling through established "hot lines" by phone and Skype.

The model of the provision of advisory services through CABs was further scaled up and adjusted to address the challenges caused by COVID-19 restrictions, including through digitalization and online service provision. Thus, the Project provided grant support to 24 CABs and CSOs rendering advisory services (legal, administrative, social, psychological, pedagogical, digital, etc.) to the population in the conflict-affected areas, including those coming from NGCAs. Over the project implementation period, these CSOs assisted more than 20,000 (56% women) conflict-affected people in eastern Ukraine.

Moreover, the Project conducted a networking event called "Strengthening the role of CSOs in decision-making processes at the local level" for CSO representatives to share experiences, best practices and, most importantly, discuss ideas for future projects. The event was held on 13-18 September 2021, in Kobleve (Odesa Oblast), engaging 53 (36 women) civil society representatives from Donetsk, Luhansk, Odesa, Mykolaiv, and Kherson oblasts. During the event, the CSO representatives worked in teams to study citizen engagement, communicating with each other and building partnerships. They also presented their organizations and shared successful case studies of how to motivate communities to become involved in development activities. The participants also increased their knowledge about how to involve citizens in decision-making at the local level and how to work effectively with volunteers and communicate with an audience. The event helped disseminate positive experiences and highlight best practices in local self-governance and cooperation with NGOs in the context of the decentralization reform.



OUTPUT 2

ENHANCED COMMUNITY SECURITY, LAW ENFORCEMENT AND ACCESS TO JUSTICE SERVICES THAT ARE CLOSER TO THE PEOPLE IN CONFLICT AFFECTED AREAS

Photo credit: Oleksandr Simonenko / UNDP in Ukraine

The main objective of the output was to increase personal and community security, to make the enjoyment of human rights tangible and relevant at the individual level. In conflict-affected communities, law enforcement agencies, security services, and justice institutions lack the capacity and means to ensure protection and restoration of rights, to uphold rule of law, to mitigate disputes and tensions, and to address violence and crime. In this regard, the interventions were focused on building the capacity of the local law enforcement bodies and emergency services and improving citizens' interaction with local security providers. Several activities were also aimed at strengthening community policing as an effective mechanism for the police to work more closely with the local population, when addressing various types of insecurity. Moreover, constant efforts were undertaken to raise public trust towards the judicial authorities of Donetsk and Luhansk oblasts, and further institutionalize and improve the provision of primary and secondary legal aid, especially for the vulnerable groups of women and men.

According to SCORE, the perceptions of personal safety are seeing positive trends, especially among women (from 3.9 in 2019 to 4.1 in 2021 for women, and from 4.2 to 4.6 among young women), following the Project's extensive support to the rule of law institutions, as well as the implementation of gender-responsive local community security projects⁴⁸.

According to the Security and Justice in Ukraine survey 2021, almost half (47.8%) of the respondents – and 77.3% of court users – stated they would get justice if they were victims of a crime. Nearly half (48.3%) of victims felt like they got justice, including exactly 50% of those from Donetsk and Luhansk (in the previous survey, just 36.8% of the victims of Donetsk and Luhansk that tried to get justice managed to do so). Slightly over a third of the respondents were aware of legal aid hotline (up from a fifth in 2019) and a quarter were aware of legal services provided by NGOs (up from 2019). Over half of the respondents confirmed that the police and local administration were efficient in preventing, solving and

responding to citizens' security and justice concerns. At the same time, communication and networking practices of the police and local administration bodies with the local community need to be improved.

Activities to promote access to justice included conduction of a comprehensive legal mapping of four types of legal cases. The research sheds light on the actual path to justice for people who register births or deaths in NGCAs, seek to get compensation for housing destroyed as a result of the armed conflict, those who are the survivors of domestic violence, or those confirming the duration of their employment. The purpose of the study is to find out how the actual path to justice differs from the one determined by the legislation and suggest possible actions.

A mobile application named "eCourt" is now available to ensure equal access to court services for all citizens, including residents of remote and non-government-controlled areas. The application allows its users to rapidly access essential documents in their personal e-offices, and enables courts to inform litigants about the status of specific cases in real time. As of the end of the Project, over 28,500 people have already used the eCourt application. Moreover, to facilitate access to free legal aid, personal e-offices were introduced on the website of the Coordination Centre of Legal Aid Provision. This tool allows citizens to apply for legal advice and track the history of their requests and responses in one virtual space.

The Project has also facilitated the creation of an on-line learning platform for upbringing free legal aid volunteers from the target communities. These volunteers are expected to work in close cooperation with the local free legal aid centres. As of today, the platform offers a variety of courses on different issues, including those related to the full-scale war in Ukraine, and continues its activity, ensuring learning opportunities are available for paralegals on an ongoing basis.

A methodology and tools for carrying out the peer review of provided free primary and secondary legal

48 [SCORE Ukraine 2021 Trends Report: An investigation of sociopolitical, civic and economic trends.](#)

aid were developed as a part of a pilot implementation of the peer review system in Ukraine. The system is expected to introduce the quality assessment of legal aid in civil and administrative cases, contributing to the continued provision of high-quality representation, legal advice and other legal services provided by the state-guaranteed legal aid system.

To further support the implementation of the “Community Police Officer” project in eastern Ukraine, 16 police stations in Donetsk Oblast and 15 police stations in Luhansk Oblast were outfitted with the required furniture and IT equipment to be fully operational⁴⁹. In addition, three new police stations opened in Krasnorichenske, Triokhizbenka and Zolote, Luhansk Oblast, which will strengthen the security situation in these communities located only close to the ‘contact line’, benefitting over 30,000 people.

With the support of the juvenile police officers, 27 schools established effective internal reconciliation mechanisms in Donetsk Oblast, which proved to be an effective technique for conflict resolution among young people as well as help increase community trust in the police.

To respond to the issues of domestic and gender-based violence in the conflict-affected oblasts, two SGBV/DV situational rooms and classrooms were furnished in Mariupol and Sievierodonetsk police training centres, relocated from the NGCA, with furniture and necessary equipment. The fully outfitted study rooms will improve the learning process for police officers, equipping them better to address and prevent gender-based discrimination and violence in their communities.

Through its small grant fund, the Project facilitated the implementation of 2 regional community policing programmes in Donetsk and Luhansk oblasts to promote interaction of police with local population. These programmes covered several thematic areas, such as prevention of domestic and gender-based

violence, prevention of drug addiction among youth, raising awareness of street safety and traffic rules, raising public awareness and preventing fraud on the Internet, by phone or with bank cards.

The Project, in cooperation with UNFPA and the local authorities, supported the establishment of four shelters in Manhush and Myrnohrad (Donetsk Oblast), Kreminna and Popasna (Luhansk Oblast), as well as two day-centres in Pokrovsk and Vuhledar (both in Donetsk Oblast). The main function of these facilities is not only physical assistance to SGBV and domestic violence survivors but also comprehensive social, psychological, and primary legal assistance, accompanied by awareness-raising activities, aimed at preventing repeated cases of violence against women and girls. As of January 2022, 686 people (606 women) have received comprehensive social, medical, informational, psychological and primary legal assistance related to GBV/DV response and prevention. The Project has also piloted the what3words application – an innovative tool that enables emergency responders to find the exact location of an incident and render their services more quickly. Moreover, the SES Departments in eastern Ukraine received a set of IT equipment and software allowing them to determine the exact location of an accident or emergency, plan routes, and communicate with residents in danger.

In total, 11 CSSs, operating in targeted communities of Donetsk Oblast, received the necessary equipment, such as medical training mannequins, automated external defibrillators, laptops, projectors and projector screens, to provide quality medical assistance, sharing this knowledge and skills with their fellow colleagues. Moreover, two SES training centres in Donetsk and Luhansk oblasts were supplied with the necessary computer equipment, software and furniture to enable the centres to function at full capacity, enabling professional training of firefighters and local fire brigades. In total, over 900 SES employees and representatives of local enterprises are trained in these centres annually.

49 Manhush (2 police stations in Yalta and Bilosaraiska kosa villages), Vuhledar (Nikolske village), Sartana and Cherkaske, Myrne, Kramatorsk (Shabelkivka village), Novotroitske, Shakhivka, Oleksandrivka (Ocheretyne, Petrivka villages), Lyman (Rubtsi, Ridkodub villages), Zvanivka, Soledar, Mykolaivska in Donetsk Oblast; Shchastia, Lozno-Oleksandrivka, Stanytsia Luhanska, Nyzhnioteple, Milove, Kreminna, Bilovodsk, Veselivka, Kalmykivka, Kolomyichykh, Troitske (Topoli, Lantrativka villages), Shulhynka, Markivka, Pryvillia in Luhansk Oblast.

Sub-output 2.1. – Strengthened conflict and gender-sensitive planning capacities amongst duty bearers for service development and strategies for improved community security and access to justice designed and implemented

Activity 2.1.1.

To strengthen LSGBs' and service providers' capacities to plan the development/improvement of justice, security, and other service delivery strategically and promote horizontal relations among services providers.

The armed conflict and the COVID-19-related restrictions exacerbated existing challenges with domestic violence (DV) and gender-based violence (GBV) prevention, limiting a proper inter-sectoral response. To address these issues, the Project undertook a range of activities, including capacity building for the various actors who have a mandate for SGBV/DV prevention

and response, as well as raising public awareness about SGBV/DV issues.

The Forum on Domestic Violence Prevention and Response, held on 16-17 September 2021 in Kyiv, attracted over 100 representatives of central and local authorities, law enforcement agencies, and the courts, as well as representatives of NGOs from Donetsk and Luhansk oblasts who support local communities in SGBV/DV prevention. Based on the fruitful discussions, further activities will be planned by the Programme and the relevant national partners to address SGBV/DV – primarily to build the capacity of security providers and strengthen coordination between all actors involved in SGBV/DV prevention and response.



Participants of a forum on violence prevention in Kyiv discuss joint efforts to address various forms of violence in Ukraine.
Photo credit: Oleksandr Ratushniak / UNDP in Ukraine



The 4th Judicial Forum, “The administration of justice in the context of armed conflict in eastern Ukraine,” attracted more than 100 representatives of various judicial institutions, as well as national and international legal experts.
Photo credit: Andrii Kriepkikh / UNDP in Ukraine

Tackling the issues of juvenile delinquency, a series of training sessions were also organized for 24 juvenile police officers and 24 psychologists from the Donetsk Oblast Department for Education with a focus on the basics of mediation skills and alternative methods of dispute resolution. The learning activity contributed to the launch of 27 school reconciliation services that envisage the tackling of conflicts by the schoolchildren themselves, who have the skills and knowledge of conflict mediation and were trained by juvenile police officers. In addition, the Project delivered workshops to more than 60 police officers on the basics of sign language for provision of inclusive services to community residents.

The Project also took important steps to improve the provision of free legal aid services (FLAS) to conflict-affected population. The activities of the FLAS are aimed at protecting human rights by ensuring citizens have equal access to legal information and justice, as well as strengthening the legal capacity of vulnerable groups and local communities, etc. To ensure the

sustainability of capacity-building activities for FLAS specialists, the Project supported the establishment of a pool of qualified trainers from among FLAS employees, who will deliver learning activities for their colleagues. As a result, 67 (53 women) trainers increased their knowledge and coaching skills through a series of Training of Trainers (ToT) sessions organized by the Project.

Moreover, the work towards improving the provision of FLAS to conflict-affected women and men was highlighted by the conduction of a comprehensive legal mapping of four types of legal cases (*Annex 5 – Path to justice in eastern Ukraine: law and reality*). The study examined in detail the process prescribed by the law and the actual path to justice by people who register births or deaths in NGCAs, seek to get compensation for housing destroyed as a result of the armed conflict, those who are the survivors of domestic violence, or those confirming the duration of their employment. The findings of the study were further discussed by an expert group comprised of the representatives of the

free legal aid system, the National Police, the probation service, attorneys and judges. As an outcome of the expert discussions, a number of recommendations were made to improve each of the legal processes studied. The general recommendations of the experts for all four cases included:

- To improve the process of informing IDPs and NGCA residents of step-by-step algorithms with regard to each case, their right to get free legal aid, court fee payment procedure and grounds for exemption from payment of these fees.
- To facilitate the practice of providing free legal aid by the public institutions, courts, etc.
- To provide FLAS employees with access to information stored in databases of the State Fiscal Service, Pension Fund of Ukraine, and social welfare authorities.
- To enable remote applications for a needed certificate, in particular by introducing the Unified Judicial Information and Telecommunication System.
- To simplify the procedure of receiving an electronic digital signature in order to increase the use of existing electronic services.
- To accelerate the process of selecting and appointing judges to the courts that lack the staff.

To raise and address the issues of access to justice for conflict-affected people, the Project organized two Judicial Forums, which took place in Kyiv on 31 October 2019 and 16 September 2021 respectively. The Third Judicial Forum (2019) gathered over 100 representatives from the various levels of the judicial system, public organisations, expert circles, as well as the international donor community, to jointly discuss existing access to justice trends in the government-controlled territories of Donetsk and Luhansk oblasts. The range of concrete issues thoroughly discussed and raised at the Forum include the registration of births and deaths amid armed conflict, inheritance-related cases, and compensation for the destroyed private housing. A separate thematic block was also dedicated to the problem of tackling domestic violence (*Annex 6 – Third Judicial Forum Report*). In 2021, the Fourth Judicial Forum was conducted in a hybrid offline/online mode and attracted over 100 (60% women)

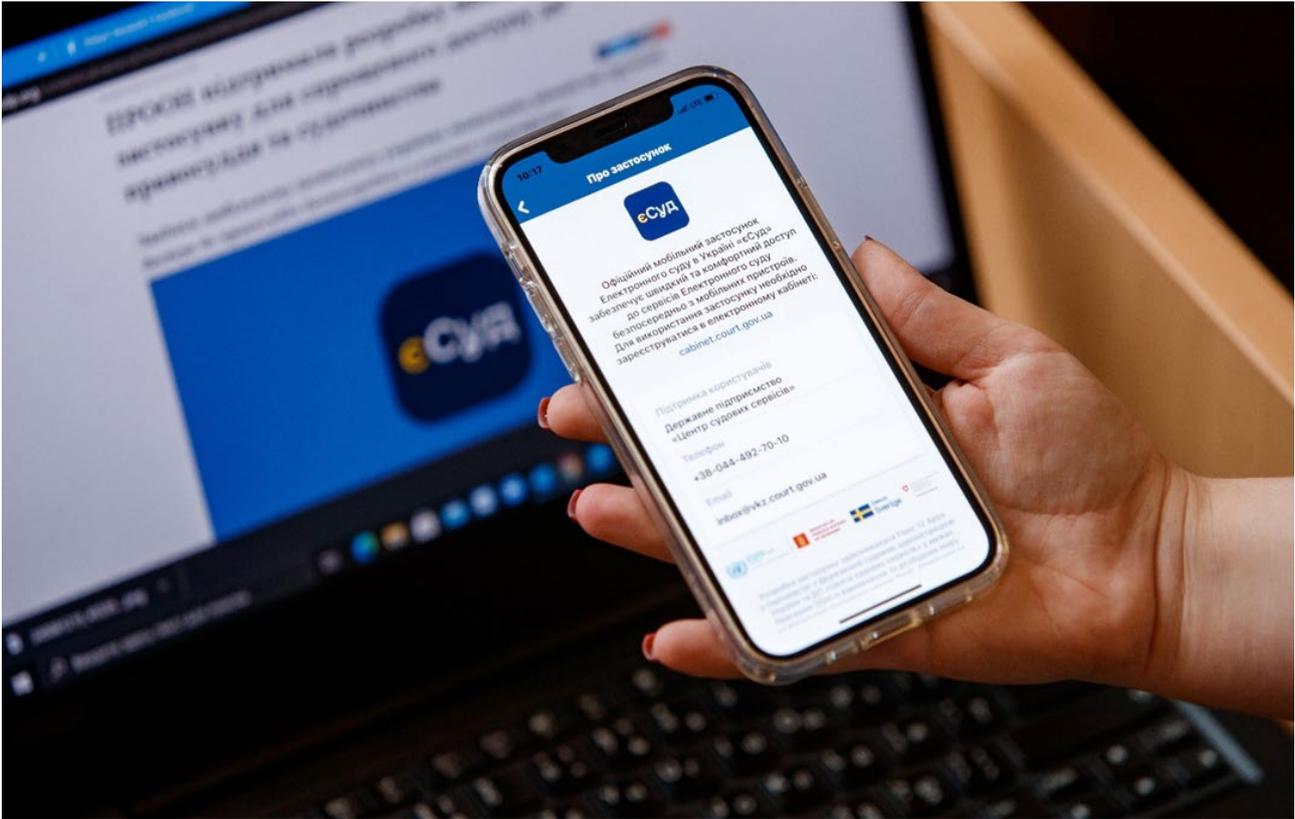
representatives of the judiciary, parliament, civil society, and national and international organizations. The discussions highlighted critical issues concerning the administration of justice amid the long-lasting armed conflict in eastern Ukraine. Particular attention was focused on topics connected to transitional justice, reimbursements for damage suffered during the armed conflict, domestic violence, and difficulties in accessing justice due to the COVID-19 pandemic. As a result of the event, the participants developed a set of lessons learned and recommendations to enhance the effectiveness of justice under the current conditions and improve access to justice, including for vulnerable populations, which will form the basis of the Programme's future interventions (*Annex 7 – Summary document of the Fourth Judicial Forum*).

Activity 2.1.2.

To raise awareness and understanding of LSGBs and SP (including police, emergency services, courts, legal aid systems and civil-military cooperation units) of human rights, and the right to relevant, fair, accountable, and accessible public services.

To support the outreach activities of legal aid offices in order to raise awareness among the population at large of the availability of legal aid services, the Project produced a total of 15 videos describing the FLAS functions and services as well as highlighting successful cases of FLAS work. The videos were then advertised in the public spaces, such as trains, cinemas, videoboards, shops, etc., and on the central and regional TV channels, allowing to increase the number of people who apply for free legal aid services in their communities.

The procedure of an alternative dispute resolution (ADR) in court – the dispute resolution with the participation of a judge – was introduced to the national legislation in late 2017. The government and the Project took steps to increase the capacity of judges for this procedure, however low awareness by the court users about the ADR method remained a challenge. Lack of knowledge about the very existence of this procedure eliminates



Presentation of the mobile application “eCourt”, which was launched by the Project in partnership with the State Judicial Administration of Ukraine and the Centre for Judicial Services.

Photo credit: Andrii Kriepkikh / UNDP in Ukraine

the use of ADR during the trial. To this end, the Project designed and printed posters with a brief description of ADR’s advantages, making reference to the existing legislation. These posters were placed inside the premises of the local courts in Donetsk and Luhansk oblasts, encouraging trial parties to solve their disputes by using ADR procedure.

One of the Project’s goals was to improve the accessibility of justice services, including through implementing various digital solutions. In this respect, the Project supported the development of a mobile application named “eCourt”⁵⁰, which aims to speed up and optimize the judicial processes, while also simplifying Ukrainians’ access to these services. With the use of the mobile application, citizens are now able to rapidly access essential documents in their personal e-office, and courts will be able to inform litigants about the status of specific cases in real time. In addition to ensuring equal access to court services

for all, the application will help residents of remote and non-government-controlled areas promptly obtain information about the progress of cases and the relevant procedural documents. Notably, “eCourt” allows users to:

- receive push notifications regarding the receipt of new documents and changes and updates to ongoing cases;
- review cases, proceedings, procedural documents sent by the courts to their e-office;
- view in their e-office applications, petitions, and other documents they create;
- view powers of attorney and warrants in their e-office;
- cancel powers of attorney and warrants issued by the user.

By the end of the Project, over 28,500 people have already used the eCourt application for the above-mentioned purposes.

50 The application can be downloaded for [iOS](#) and [Android](#) smartphones.

Furthermore, the Project also supported the development and launch of user's areas (personal e-offices) on the website of the Coordination Centre of Legal Aid Provision⁵¹ to facilitate access to free legal aid. This new tool allows citizens to apply for legal advice and track the history of their requests and responses in one virtual space. Users can also upload required documents and sign them using an electronic signature, receive confirmations or rejections of applications for primary or secondary free legal aid, submit feedback regarding the work of legal aid system employees, participate in surveys on FLAS services, and more. Importantly, this new tool increases the capacity of the national free legal aid system to work with applications, and facilitates access to legal services for NGCA residents.

Activity 2.1.3.

To support participatory problem analyses and the piloting of strategic solutions on access to justice and community security in the Project's pilot territorial units.

The Project rendered comprehensive support to the newly amalgamated communities in Donetsk and Luhansk oblasts in implementing the national Community Police Officer project, launched in 2020. The main task of a community police officer is to focus on the needs of the local population, maintain contacts with residents, maintain order on the community's territory on a daily basis, respond to community problems promptly, and prevent offenses. This project aims to improve the security situation at the community level and enhance interactions between the community and the police. To support its implementation, the Project supplied 16 police stations in Donetsk Oblast and 15 police stations in Luhansk Oblast⁵² with the required furniture (chairs, desks, sofas, information stands, etc.),

IT equipment (laptops, desk computers, monitors, printers) and air conditioners.

In an emergency situation, identifying precisely where help is needed is essential for getting resources to the scene quickly. But people who call the emergency services for help often struggle to give their precise location, especially if they are in an area with no addresses or landmarks. In this regard, the Project organized a series of training sessions for rescuers working in eastern Ukraine on how to use a what3words location technology and application. The what3words application⁵³ divides the entire surface of the globe into three metre squares, giving each square a unique combination of three words to identify it. The system works offline, making it ideal for use in areas with an unreliable data connection. Using what3words addresses, citizens can tell emergency services precisely where help is needed using only three words, enabling emergency responders to find the exact location of an incident and send responders there more quickly. Moreover, to support the introduction of this new tool, the Project supplied the SES Departments in eastern Ukraine with 233 modern tablet computers, 69 desktop computers, an interactive panel, routers, and a laptop, allowing them to determine the exact location of an accident or emergency, plan routes, and communicate with residents in danger. The computers were provided with the necessary software, including the what3words application and an interactive map with the location of fire hydrants, reservoirs, SES units, fire defence structures, essential infrastructure facilities, potentially dangerous objects, as well as maps of forest districts and other information that will be useful during rescue operations. The modernised equipment and software will help rescuers respond more effectively to crises by determining accident locations more accurately and through more quickly

51 <https://cabinet.legalaid.gov.ua/auth?next=/>

52 Manhush (2 police stations in Yalta and Bilosaraiska kosa villages), Vuhledar (Nikolske village), Sartana and Cherkaske, Myrne, Kramatorsk (Shabelkivka village), Novotroitske, Shakhivka, Oleksandrivka (Ocheretyne, Petrivka villages), Lyman (Rubtsi, Ridkodub villages), Zvanivka, Soledar, Mykolaivska in Donetsk Oblast; Shchastia, Lozno-Oleksandrivka, Stanytsia Luhanska, Nyzhnioteple, Milove, Kreminna, Bilovodsk, Veselivka, Kalmykivka, Kolomyichykh, Troitske (Topoli, Lantrativka villages), Shulhynka, Markivka, Pryvillia in Luhansk Oblast.

53 Co-founded in London in 2013 by Chris Sheldrick, what3words is the simplest way to communicate a location. The system covers the entire world, never needs updating, and works offline. A what3words address is a human-friendly way to share very precise locations with other people, or to input them into platforms and machines such as ride-hailing apps or e-commerce checkouts. It is optimised for voice input and contains built-in error prevention to immediately identify and correct input mistakes. The free what3words app, available for [iOS](#) and [Android](#), and the [online map](#) enable people to find, share and navigate to what3words addresses in over 45 languages to date.



Photo courtesy of the State Emergency Service of Donetsk Oblast.



Rescuers use the what3words application to rapidly find the exact location of an incident.
Photo courtesy of the SES of Donetsk Oblast

processing operational information. The successful examples of rescuing people using the app include the following: a truck driver whose vehicle got stuck in sand on a remote, unmarked road near the town of Lyman, Donetsk Oblast, and a woman who got lost in a forest near Sviatohirsk, Donetsk Oblast, among others, were rescued with the help of the what3words app.

Furthermore, the Project supported the upgrade of the “Your Rights” mobile application, a timely response to help protect the rights of internally displaced persons and survivors of sexual and gender-based violence. The updated version can provide IDPs, along with other vulnerable groups, with 24/7 access to the information about ways of realisation of their legal rights. At the same time, all legal rights to the app were transferred to the Coordination Centre for Legal Aid Provision, which is now using the application as a platform for uniting and coordinating all legal awareness efforts of relevant stakeholders who are working with legal aid in Ukraine.

To make the legal aid services closer to their potential users, as well as to increase the level of trust to the legal

aid system among the residents of eastern Ukraine, the Project worked on strengthening capacities of paralegals in target communities. To this end, the Project developed of an online platform⁵⁴ with e-courses and training materials for preparation of the free legal aid volunteers from the target communities who are expected to work in close cooperation with the local FLAS centres.

Upon the successful completion of such courses, the paralegals can provide quality basic legal information and advice to the vulnerable population of Donetsk and Luhansk oblasts, residents of remote settlements and those located close to the “contact line”. A variety of courses, available at the platform, cover such topics as introduction to the free legal aid system and volunteering, gender-responsive service provision, HRBA, effective communication, pension and inheritance law, digital security, legal rights of IDPs, prevention of domestic violence, etc. Notably, the platform currently continues its activity, ensuring learning opportunities are available for paralegals on an ongoing basis, including on issues related to full-scale war in Ukraine.

54 <https://academy.legalaid.gov.ua/>

Furthermore, the Project supported the development, piloting and implementation of the peer review mechanism within the national FLAS of Ukraine. The system was designed to introduce the quality measurement of legal aid in civil and administrative cases, which will contribute to the continued provision of high-quality representation, legal advice and other legal services provided by the state-guaranteed legal aid system. The Project developed the methodology and tools for carrying out the peer review of provided free primary and secondary legal aid. This was preceded by the overview and analysis of international practices on the use of peer review of state-founded legal services and interviews with the key stakeholders in Ukraine. The result of the work carried out together with the description of the proposed quality control system for civil and administrative cases was summarized in a comprehensive report (*Annex 8 – Development and Implementation of the Peer-to-Peer Quality Evaluation*).

The document also covers national legislation and procedures review and peer review implementation environment, recommendations and conclusions. The implementation of the peer review system will allow to measure the quality of provided legal services, develop the required training activities and to ensure the sustainability of the FLAS. In the long-term period, the introduction of this system will reduce the level of staff turnover. In addition, the results of such implementation can be further used to enhance the capacity of independent legal aid providers, including legal clinics and NGOs.

Activity 2.1.4.

To promote women participation in service design or adaptation. In particular, to mobilise and work with women CSOs and volunteers' groups to tackle women safety issues in the territorial communities covered by the Project.

Promotion of women's meaningful participation in designing and implementing local policies is essential in building inclusive and safe communities. In this regard, the Project provided capacity-building support

to community-based women organizations to increase their participation in local advocacy efforts, including on creation of safe environment for women and girls. As a result, 99 CSWG members and representatives of women NGOs increased their knowledge of gender equality principles and standards, the legal basis for implementing a gender equality approach at the local level, and acquired practical skills in developing gender-responsive community-based project proposals.

Furthermore, the Project worked towards safeguarding the provision of specialized services to survivors of gender-based and domestic violence in local communities. The following specialized centres were opened with the support of the Project, in partnership with the UNFPA, the local authorities and CSOs:

- a day centre with a crisis room in Pokrovsk, Donetsk Oblast;
- a day centre in Vuhledar, Donetsk Oblast;
- a shelter with a day centre in Kreminna, and a shelter in Popasna, Luhansk Oblast;
- a shelter in Manhush community (Yalta village), and a shelter in Myrnohrad, Donetsk Oblast.

The support rendered for the opening of the above-mentioned facilities included repair and restoration work, procurement of furniture, and capacity building of social workers and staff. All the facilities are fully inclusive, with rooms for visitors, a space for sessions with a psychologist, bathrooms, and a kitchen and living room, and are adapted to meet the needs of people with disabilities. Importantly, the operation of the shelters and the day centres will be further financed from the local budget, which is a prerequisite for their ongoing functioning. As of January 2022, 686 people (606 women) have received comprehensive social, medical, informational, psychological and primary legal assistance related to GBV/DV response and prevention.

Taking into account the results of a survey conducted among CSWG members (*Annex 9*), and on the basis of a delivered capacity-building programme on gender equality principles, the Project elaborated a dedicated gender manual. The manual incorporates useful information on various issues, including gender



Violence survivors can now receive comprehensive support from qualified professionals at a 24/7 day-centre in Pokrovsk, Donetsk Oblast.
Photo credit: Artem Hetman / UNDP Ukraine

equality principles and standards, gender legislation, gender analysis and audits, gender mainstreaming in planning and management of social activities, etc. The manual will help CSWG members develop their gender competences so that they can conduct effective public activities aimed at creating safe and convenient public spaces for various social groups, and provide high-quality services to all community members, taking into account the various needs of each person.

Activity 2.1.5.

To inform the national level institutions on the results of the services' problems analyses in conflict-affected areas as well as on the services development strategies and initiatives that have emerged at local level.

To share the results, identified in a number of Project's assessments and surveys, with the relevant stakeholders as well as to ensure the advocacy follow up

from the partners, the Project conducted an online presentation⁵⁵ of the following knowledge products:

- Comprehensive Legal Mapping of four types of Legal Cases (*Annex 5*);
- Analytical report on the current situation with the dialogue, interaction, and cooperation between the police and civil society organizations in Donetsk and Luhansk Oblast (*Annex 10*).

The online event was attended by 25 representatives of the State Court Administration, the National Police, the State Emergency Service, UNFPA, UNHCR, the Embassies of Denmark, the Netherlands, Sweden and Switzerland in Ukraine, and partner NGOs working in the sphere of community security and social cohesion. Through it, the main findings of these assessments and detailed recommendations on future steps were discussed.

Furthermore, during the Domestic Violence Prevention and Response Forum, which took place on 16-17 September 2021 in Kyiv, the Project represented to

55 The video recording of the presentation is available at https://youtu.be/WSqmXN_4uOI?t=610



Discussions of the report on the implementation of the peer-to-peer quality evaluation within the national FLAS in Ukraine at the Legal Aid Forum, Kyiv on 14-15 September 2021.
Photo credit: Andrii Kriepkikh / UNDP in Ukraine

the national-level authorities, such as the Ministry of Interior affairs, the National Police of Ukraine, the Prosecutors Office of Ukraine and other partners, a number of knowledge products and solutions, and namely:

- An analytical report with conclusions and recommendations on the implementation of the international standards and best practices on inclusion of persons with disabilities in preventive activities of police in Ukraine, as well as in the police's response to offenses to improve the protection of human rights, freedoms, and interests of people with disabilities.
- Success stories of implementation of SGBV prevention and response projects in Donetsk and Luhansk oblasts, such as creation of shelters, mobile teams, different types of awareness-raising activities and more.

In addition, the national-level stakeholders were informed on the issues of effective coordination of SGBV/DV prevention and response, which had been revealed

during multidisciplinary seminars for law enforcement entities and the justice sector in Donetsk and Luhansk oblasts to improve cooperation in preventing and responding to domestic violence.

Apart from that, during a two-day legal forum, taken place in Kyiv on 14-15 September 2021, discussions were focused at the report on the development and implementation of the peer-to-peer quality evaluation within the national system of free legal aid provision in Ukraine (*Annex 8*).

Specifically, the finalized pilot in eastern Ukraine on developed peer review procedures was presented and discussed by the forum participants, who also stressed the importance to continue this work and support the partner institutions till the full implementation of this procedure. The forum was attended by the representatives of the central and local authorities, people's deputies and experts of the Coordination Centre for Legal Aid and other stakeholders.

Sub-output 2.2. – New or improved institutions for justice, law enforcement and security which have relevant knowledge and skills to effectively and efficiently serve and protect people in conflict-affected areas

Activity 2.2.1.

To support the implementation of community policing in rural areas and those close to the contact line.

The implementation of a community policing approach aimed at building ties and working closely with the community is a core principle of police reform in Ukraine, and the community policing principle is widely used in the everyday activities of the police. However, this method of cooperation is generally used in short-term projects aimed at resolving individual security issues, with the territory of its implementation limited to a single settlement. Therefore, the Project, through its SGF, supported the implementation of comprehensive regional community policing programmes in each of the target oblasts. The programmes were implemented in close partnership with the Main Departments of the National Police in Donetsk and Luhansk oblasts and their field offices and cover several thematic areas.

In Donetsk Oblast, the community policing programme was implemented in 20 communities⁵⁶ and aimed at preventing criminal and administrative offenses among adolescents, preventing bullying at school, promoting tolerance, and discouraging illegal behaviour. The programme covered training sessions for inspectors of juvenile prevention departments on identifying the root causes of deviant behaviour in children, development of a new methodology for improving children's behaviour. As a result, juvenile crime inspectors were provided with the necessary methodological knowledge to apply individual prevention measures in their work with adolescents, as well as improved their communications between children and police. Overall, the programme involved almost 1,100 (52% women) residents, including 950 children.

In Luhansk Oblast, the community policing programme was aimed at preventing delinquency and other negative phenomena through cooperation between police officers and children, which included improving the quality of police communications with the public, building trust and partnership between children and law enforcement bodies, and developing healthy lifestyles. Overall, 26 police officers and physical education teachers engaged 168 children (71 girls) in sports activities aimed at enhancing interaction and building trust between local law enforcement agencies and adolescents in order to prevent delinquency (the "Trust Cup" football competition). Other activities also included education activities, such as lectures and quests, and visits to police stations where children met and communicated with juvenile crime prevention officers. As a result, over 1,400 adolescents (44% girls) increased their knowledge about the prevention of violence and drug addiction, avoiding online and bank card fraud, road safety, and community security. These activities also contributed significantly to improving interaction between the police and children, and increased trust in the law enforcement bodies. Moreover, a dedicated manual was developed to help police officers and physical education teachers introduce the methodology in their daily work with children to prevent delinquency and other negative phenomena, as well as build trust, reaching to some 34,000 people (*Annex 11*).

Furthermore, to facilitate exchange of best practices in application of the community policing, two study tours were organized to Zakarpattia Oblast, for 40 police officers and activists from both Donetsk and Luhansk oblasts. The visits served as a first-hand opportunity for its participants to acquire skills and knowledge about the role of police in society, the rule of law and community policing, how to understand the

56 Mariupol, Manhush, Sartana, Bakhmut, Toretsk, Kostiantynivka, Kramatorsk, Oleksandrivka, Druzhkivka, Slovyansk, Lyman, Pokrovsk, Avdiivka, Myrnohrad, Dobropillia, Selydove, Novosilka, Nikolske, Mariinka, and Krasnohorivka.



Participants of a training session in Lysychansk learn how to identify signs of domestic violence and apply an algorithm for directing victims to specialized services.
Photo credit: Oleksii Kozlov / UNDP Ukraine.

community and its constituent parts, the benefits of partnership, community safety and crime prevention, problem-oriented policing, community policing under Ukrainian law and others.

An innovative project under the community policing programme was implemented in 14 settlements of Luhansk Oblast. The initiative aimed to help prevent domestic violence in the region through engaging beauty industry institutions and their employees. Given the high demand for beauty services among both women and men, beauty salons, spas or barbershops could become new platforms for promoting zero tolerance for domestic violence and identifying persons suffering from GBV/DV who require assistance. In the project, employees of these facilities took a training course on responding to GBV/DV, with the support of police officers from the main Department of National Police in Luhansk Oblast and psychologists from the Luhansk regional centre for social and psychological support. Overall, 91 employees of beauty salons increased their knowledge about domestic violence and the work of public institutions on GBV/DV prevention, and learned how to recognize signs of domestic violence, communicate

with victims, and direct them to specialized services for assistance. Introducing such new approaches helps get more people involved in preventing domestic violence and increases their awareness of the issue.

Since the start of police reform, significant progress has been made in implementing the community policing principle at both the national and regional levels. To evaluate the intermediate results of this reform, the Project implemented an assessment of how police in Donetsk and Luhansk oblasts implemented the community policing principle in their daily work, evaluating the efficiency of community policing initiatives and identifying current challenges, gaps and opportunities in mainstreaming the community policing approach in the work of the police in eastern Ukraine. Based on the study's results, a set of recommendations was provided to enhance the implementation of the community policing principle in conflict-affected areas. The recommendations included:

- applying a comprehensive approach to implementing the community policing principle in Donetsk and Luhansk oblasts through developing a corresponding strategy and action plan;



Opening of the police station in Krasnorichenske, Luhansk Oblast.
Photo credit: Oleksandr Simonenko / UNDP in Ukraine.

- ensuring the systemic capacity building of police officers on the theory and practice of applying the community policing principle in their work;
- improving communications and interaction with the community through using diverse channels of communication, providing regular updates on the work of the police and the implementation of projects related to community security, receiving and analysing feedback from the public, and more.

Moreover, the Project developed a guidebook entitled “Community Policing in Rural Areas”, which looks at the specifics of providing police services and ensuring safety and security in rural settlements (*Annex 12*). The manual covers the specifics of the work of community police officers, details existing practices, and provides successful examples of community policing in Ukraine and worldwide.

The guidelines in the book can be used by police officers, representatives of local self-government bodies and civil activists to interact more efficiently with community members and improve the security situation in rural and remote settlements.

Building effective cooperation between the public and law enforcement agencies is at the core of ensuring public security and taking into account the needs of all community members. With this in view, the Project supported the opening of the first police-owned community policing hub in Mariupol. The hub, called the “Open Police” creative space, brings together police, the public, local authorities and international partners to enable law enforcement bodies to better understand community needs and implement human rights policies more flexibly and effectively. The modern, fully equipped police hub, which is freely accessible to the public, is designed for holding public discussions, events and training sessions. It can serve as a dialogue platform to help improve the quality of police services, and help partners jointly create a safe local environment.

To strengthen the security situation in the communities close to the ‘contact line’, the Project supported the opening of the three police stations in Krasnorichenske, Triokhizbenka, and Zolote, Luhansk Oblast. The fully renovated and outfitted police stations will help improve the safety and access to security services



The first “Open Police” creative space in Mariupol, Donetsk Oblast, aims to strengthen public safety, increase public confidence in the police, and foster cooperation between the police and the public.
Photo credit: Oleksii Kozlov / UNDP in Ukraine

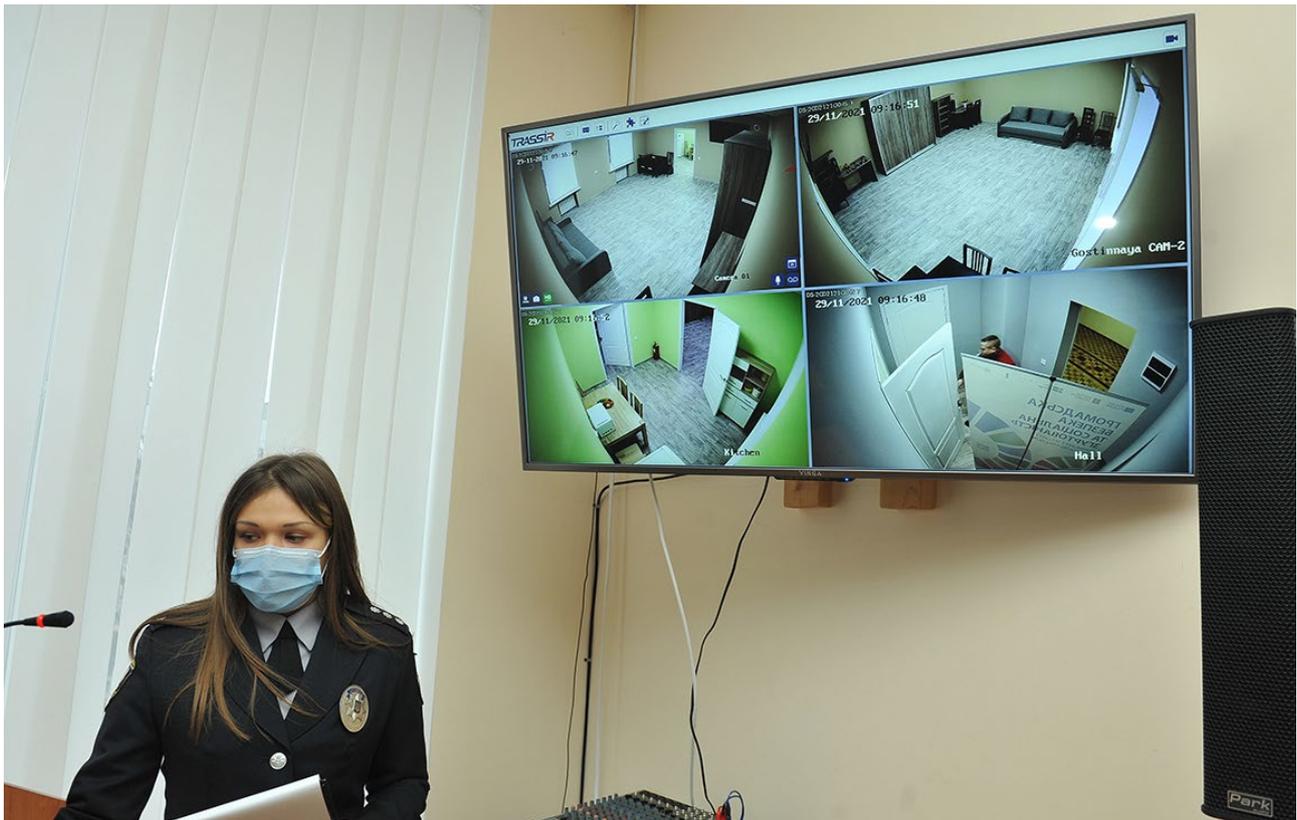
in these communities benefit over 30,000 citizens. In addition, the Project supplied the newly established Livoberezhnyi police station in Mariupol with furniture, ICT as well as necessary household equipment to be used by the police officers.

Activity 2.2.2. **To pilot various schemes for integration of legal aid and community policing functions at the local level.**

Increasing accountability of police structures to the communities is one of the project’s priority areas of work. To this end, the UN RPP developed a special public reporting form of the police to the communities. The form was approved by the police management of the targeted oblasts and sets out new reporting frameworks, rules and standards of interaction with the residents. The information provided to the public has become user-friendly, accompanied by easy-to-understand statistical data on types of crimes committed and actions taken by security providers. Notably, the form also included special sections on

the upcoming plans of the police in tackling existing community security challenges. In total, some 94 managers and press officers (28 women) of Donetsk and Luhansk oblasts police departments improved their skills in practical application of the developed public reporting template, working with media channels, formulating communication messages, mastering public speaking skills and others.

To respond to SGBV issues in the conflict-affected oblasts, the Project outfitted two SGBV/DV situational rooms and classrooms in Mariupol and Sievierodonetsk police training centres, relocated from the NGCA, with furniture, audio/video and other required equipment. The interactive rooms were furnished as a bedroom and a kitchen and are used to conduct lifelike simulations of SGBV/DV cases when training police officers. Cameras and speakerphones installed in the rooms allow the students in the classrooms to observe the scenarios being played out in the situational rooms and analyse the reactions of their colleagues in a given situation in real time. The fully outfitted study rooms will improve the learning process for police officers, equipping



A situational room for training police to combat domestic violence was opened at the training centre of the Main Department of the National Police in Luhansk Oblast, in Sievierodonetsk.
Photo credit: Oleksii Kovalov / UNDP in Ukraine

them better to address and prevent gender-based discrimination and violence in their communities. Moreover, equipment (computers, tents, banners, flipcharts, educational sets, etc.) was delivered to the Main Department of the National Police in Luhansk Oblast to support the implementation of the regional strategy for the development of a safe environment. The equipment has been used by police officers during various learning and awareness-raising activities to improve communications with the public, increase public confidence, and address communities' security issues. Drug addiction poses a significant threat to both community security and the health of the nation. Therefore, promoting a healthy lifestyle, especially among young people, and highlighting the consequences of drug misuse should be among the main preventive activities conducted by the police. As part of the support to the Donetsk regional crime prevention programme, combating drug addiction and drug trafficking for 2019-2021, the Project, in partnership

with the Main Department of National Police in Donetsk Oblast and Department of State Policy in the field of combating drug crime of the Ministry of Internal Affairs of Ukraine, held a competition among youth for the best social video script on drug abuse and its consequences. In total, 19 boys and 16 girls from all over Ukraine took part in the competition. The winner was selected by a committee, comprised of representatives of the National Police, Donetsk Oblast departments of education and health and psychologists. Following the competition, a videoclip, based on the selected script, was produced and posted on the official pages of the Main Department of the National Police in Donetsk Oblast in social networks, reaching more than 35,000 users⁵⁷.

Moreover, the Project, in partnership with the Department for Combating Drug Crime and the Main Department of the National Police in Donetsk Oblast, supported the launch of the “[ActAgainstDrugs](#)” chatbot.

57 The winning video is available at: https://www.youtube.com/watch?v=rz_C5fN6jA4&t=23s

Using the chatbot, citizens can anonymously inform police about potential drug crimes. Particular attention is paid to combating the spread of illicit substances among young people, exposing channels of drug distribution via the Internet, and combating the street trafficking of drugs. In addition, users can easily get important information about the health consequences of drug misuse and, most importantly, find out how to get help and treatment. The chatbot has a separate tab with information aimed primarily at young audiences, promoting healthy habits and a healthy lifestyle. As of December 2021, the chatbot already had more than 1,800 subscribers and has been widely used by police officers in their daily work.

Furthermore, in cooperation with Donetsk Oblast Administration, Donetsk State University of Internal Affairs, the State Olympic Committee and the Main Department of the National Police in Donetsk Oblast, the Project conducted a photo contest called “Stop Drugs – Live to the Fullest”. The competition was aimed at drawing public attention to the problem of drug addiction and promoting a healthy lifestyle. In total, 49 photographers, students, and police employees (29 women) entered the competition, which showcased their artwork. The best entries were presented at events in Kramatorsk (25-28 June 2021) and Mariupol (26 June 2021) devoted to the International Day Against Drug Abuse and Illicit Trafficking. Residents of both cities were able to visit the exhibition and raise their awareness about drug abuse and its consequences through various sports competitions, workshops, and quizzes.

In 2020, the Project analysed current international standards and best practices in inclusive approaches used by police in other countries, as well as the current legislation of Ukraine in the field of preventive police work and the provision of police services to people with disabilities. Based on recommendations from the analysis, the Project conducted four two-day training sessions for police officers from the preventive sector (district and juvenile crime prevention police officers, duty officers from police stations) in Donetsk Oblast. The training programme engaged 96 police officers (35 women) and covered the protection during policing of

the human rights, freedoms, and legitimate interests of people with disabilities.

Apart from that, a study of the current situation with dialogue, interaction and cooperation between the police and CSOs was conducted in 31 target communities of Donetsk and Luhansk oblasts to provide evidence-based and targeted recommendations aimed to enhance the cooperation between the police and local CSOs (*Annex 10*). The Report provides a detailed mapping of all CSOs working and willing to work with the police on community security in both oblasts and recommendations prepared on ways to boost communication and interaction between the police and civil society. Based on the joint assessment, two regional strategies and plans on cooperation between the police and CSOs were developed and adopted in Donetsk and Luhansk oblasts, aimed at improving community security in eastern Ukraine.

Ultimately, the Project piloted the decentralization of free legal aid provision in various ways in order to identify the best and most financially effective model for further implementation. Specifically, legal aid was rendered to citizens in the premises of local administrative service centres (ASCs) and local self-government bodies in six pilot communities, namely Manhush, Mariinka and Volnovakha in Donetsk Oblast, and Shchastia, Nyzhnioteple and Stanytsia Luhanska in Luhansk Oblast. Notably, such intervention also helped enhance communication between local self-government bodies, administrations and local population.

Activity 2.2.3.

To support the integration and roll out of the Centres for Safety and Security (CSS) in the conflict-affected areas covered by the Project.

In increasing safety of the community residents, the Project provided its expert and technical support to the launch and further functioning of the Centres for Safety and Security (CSS). The CSS is a joint initiative of the police, emergency and firefighting services that are aimed at protecting the population and territories from fire, emergencies and in ensuring public safety.



Emergency responders received equipment to help them bring police, fire, rescue and medical services to the population in Donetsk Oblast. Photo credit: Yuliia Samus / UNDP in Ukraine

11 CSSs are fully operational in targeted communities of Donetsk Oblast and supported by the Project to provide quality medical assistance, sharing this knowledge and skills with their fellow colleagues. Over its implementation period, the Project supplied the CSSs in Donetsk Oblast with the necessary equipment that included 13 advanced first responder bags for first aid, 13 medical training mannequins, 13 automated external defibrillators, laptops, projectors and projector screens. This equipment is used by the CSSs to render better police, emergency response, rescue and medical services to the conflict-affected population.

To strengthen the security and safety of the target communities, the Project provided support for the State Emergency Service (SES) operations in the region. In Donetsk and Luhansk oblasts, SES firefighter-rescuers, as well as rescuers from local fire brigades, undergo professional training at SES training centres that were relocated from the NGCAs. However, these training centres lacked essential infrastructure and equipment for ensuring effective learning process of the SES personnel. In this regard, the work of the two

training centres of the SES in Donetsk and Luhansk oblasts was supported by procurement of necessary computer equipment (desktop computers, laptops, acoustic systems, digital camera, conference system), software, furniture (desks, chairs, cathedra-tribunes, closets, wardrobes, etc.) and other appliances. With the necessary support provided, the centres can conduct professional training sessions for firefighters and local fire brigades, enabling them render high-quality security and rescue services to local communities.

Activity 2.2.4. **To strengthen the capacities of Donetsk and Luhansk oblasts' judges and court administration.**

Independent monitoring of security and legal services provided to the public is a prerequisite for ensuring their quality, availability, and accessibility to all people, including vulnerable and marginalized groups. Therefore, the Project assisted local CSOs in building their capacities to monitor the provision of security services and access to justice at the local and



The staff of the city court of Avdiivka (Donetsk Oblast), which re-opened after seven years break with support of the Project.
Photo credit: Artem Hetman / UNDP in Ukraine

oblast levels. As an initial step, the Project supported a study aimed at strengthening the expert capacity of CSOs in Donetsk and Luhansk oblasts to monitor access to justice and security at the local and regional levels. The study summarized the results of a series of monitoring activities performed by local CSOs in 15 conflict-affected communities in eastern Ukraine⁵⁸, and covered the issues of community security, decent living standards, social protection of vulnerable groups, and access to justice. Based on the results of the study, recommendations were produced for increasing the efficiency of local CSOs in conducting monitoring of access to justice and security at the local and regional levels⁵⁹. Building on the results of the study, six local CSOs⁶⁰ underwent a training programme to increase their capacities to monitor access to justice and the provision of security services in the field of social rights of vulnerable groups.

The Project also addressed the issues related to raising public's legal culture and awareness on the work of the local courts. The visitors of Mariupol, Sloviansk, Volnovakha of Donetsk Oblast and Sievierodonetsk, Novoaidar courts of Luhansk Oblast received comprehensive information from the specially engaged personnel regarding their procedural rights, obligations, standards and rules to submit a court case as well as availability of free legal aid counselling. Overall, 1,087 people (58% women) received necessary consultations, and 78% of surveyed court visitors were satisfied with the quality of the legal information, counselling and/or representation. In addition, with the support from the Project, the re-opened city court of Avdiivka, Donetsk Oblast, received computer equipment to resume its administrative operations and process court cases, which helped to improve access to justice for the people living close to the 'contact line'⁶¹.

58 Donetsk Oblast: Bakhmut, Volnovakha, Druzhkivka, Kramatorsk, Mariupol, and Sloviansk; Luhansk Oblast: Krasnorichenske, Kreminna, Lysychansk, Novoaidar, Novopskov, Rubizhne, Sievierodonetsk, Stanytsia Luhanska, and Shchastia.

59 <https://ldn.org.ua/useful-material/final-nyy-zvit-za-proiektom-mipl-donbas-2020/>

60 Two organizations at the regional level, one each in Donetsk and Luhansk oblasts, and four organizations at the local level (two organizations in Donetsk Oblast and two in Luhansk Oblast).

61 This activity is co-funded by the Government of the Netherlands.



OUTPUT 3

SUCCESSFULLY DECENTRALISED AND PARTICIPATORY ENVIRONMENTAL PROTECTION PROMOTES A CLEANER ENVIRONMENT IN THE CONFLICT AFFECTED AREAS

Photo credit: Artem Hetman / UNDP in Ukraine

The ultimate goal of the Project's interventions under this output was to contribute to building accountable regional and local authorities capable of ensuring environmental safety and sustainable management of natural resources, as well as to support citizen engagement in addressing major environmental problems in Donetsk and Luhansk oblasts.

Success has been achieved in terms of building local self-governments and civil society environmental protection awareness and capacities in relation to solid waste management, development of renewable energy sources, air pollution monitoring, prevention of natural disasters, and awareness-raising on existing environmental hazards and risks. The level of cooperation between the local authorities and large industrial enterprises in eastern Ukraine regarding the reduction of pollution has also been gradually improving due to the Project-supported regional conferences, research, and dialogue efforts. At the same time, more needs to be done to strengthen good governance in further developing efficient environmental monitoring systems, setting up effective local waste management services, and improving authorities' capacity for analytical and participatory planning to ensure the development and implementation of improved and sustainable local environmental protection models.

The Project worked extensively to provide reliable data for the local authorities to make well-informed decisions and interventions in local environmental policies. Thus, the Project commissioned a comprehensive assessment of the environmental situation in Donetsk and Luhansk oblasts which identified environmental data gaps, weak capacity and limited equipment available in the targeted communities to ensure accurate and timely monitoring of air and water quality, land conditions and waste management.

Moreover, research on systematization of data and sources of ecological hazards in Donetsk and Luhansk oblasts was conducted. Based on the data obtained, the priorities for reducing environmental hazards and improving the environment in eastern Ukraine

were identified to formulate recommendations and measures to mitigate existing challenges, namely air, water and soil pollution, waste management, environmental monitoring, as well as on the required changes at the institutional level.

To further support evidence-based decision making, the Project commissioned research into the current state of coal mines in the target areas to identify the most suitable paths for efficiently reclaiming coal mine waste dumps in eastern Ukraine.

In order to provide opportunities for local development, to assist in the streamlining of budgets and to enable local communities to use funds from the environmental tax, the Project, in close cooperation with community members, local authorities and other relevant stakeholders, facilitated the elaboration of six environmental development strategies for the communities of Donetsk and Luhansk oblasts⁶². Each document suggests a strategic vision of the territory with a list of priority development projects to improve the environmental safety at the local level. The elaborated documents aimed to lay the basis for a comprehensive strategic plan of community development, which will allow to better reflect the priorities of each community in addressing environmental issues, as well as receive funding for implementation of environmental programmes.

Furthermore, Toretsk community carried out a strategic ecological assessment, which formed a basis for the development of local strategic environmental documents. This allows the community to independently form an environmental budget, using environmental tax income to implement local projects that address the area's most pressing environmental issues. Notably, the Strategy and the Programme of ecological development of Toretsk were adopted by the local authorities in July 2021.

The Project provided expert support to the local authorities in conducting an EIA of the construction of a regional waste management facility in Luhansk

62 Siversk and Soledar communities of Donetsk Oblast, and Bilovodsk, Krasnorichenske, Novoaidar and Popasna communities of Luhansk Oblast.

Oblast. The EIA thoroughly examined the possible environmental impact of this planned construction on the area and population, and underwent public discussion. The assessment provided the basis for informed decisions to be taken on the planned implementation of the landfill project.

With the support of the knowledge platform launched by the Project, 497 (401 women) civic activists and employees of local self-government bodies have already increased their knowledge and skills in implementing environmentally sensitive and participatory policies and in increasing cooperation with civil society to enhance environmental protection in the target communities.

Through a specialized training programme, 77 (19 women) representatives of the SES in Donetsk and Luhansk oblasts were equipped with the necessary knowledge to address natural disasters and emergencies of a natural or human-caused character in the region.

The Project supported a total of 57 civic initiatives that contribute to enhancing waste management and recycling, promoting renewable energy sources, monitoring air and water pollution, developing green tourism, and restoring land and water resources in the local communities, directly benefitting some 65,000 people (58% women).

In total, more than 2,200 (70% women) people – representatives of the local authorities, CSOs, students and community activists of Donetsk and Luhansk oblasts – gained new skills and knowledge during the dedicated capacity-building and awareness raising activities on various environmental issues, such as the sustainable use of natural resources, waste management and energy efficiency, global environmental issues and climate change, environmental safety in very heavily industrialised regions, the development and implementation of effective environmental strategies, and more.

Sub-output 3.1. Strengthened analytical and planning capacities, and strategies for improved environmental protection in place

Activity 3.1.1. To provide practical support to LSGBs to restore, expand, and automate pollution monitoring, control, and environmental reporting in the conflict area.

For decades Donetsk and Luhansk oblasts have been a region with the highest environmental impact in Ukraine, influenced mainly by coal mining and the steel industry. The situation has been further deteriorated by the armed conflict which has negatively affected the region's environment and has driven away professionals, tasked with the protection of natural resources and monitoring of industrial pollutants.

In light of this, the Project conducted a comprehensive assessment of the environmental situation in Donetsk and Luhansk oblasts which identified environmental

data gaps, weak capacity and limited equipment available in the targeted communities to ensure accurate and timely monitoring of air and water quality, land conditions and waste management (*Annex 13*).

Moreover, Donetsk and Luhansk oblasts have one of the worst air quality levels, both in the country and Eastern Europe region as well. The information on industrial emissions of the large enterprises in the region is often not monitored and therefore not available to the public, which leads to society's distrust in official pollution data from the industrial companies in eastern Ukraine. To address this issue, the Project supported the implementation of the initiative aimed at developing a network of public air monitoring in eight communities of Donetsk Oblast⁶³, where information on air quality was previously not available to the residents. With the grant support from

63 Krasnohorivka, Mariinka, Olhynka, Siversk, Soledar, Toretsk, Velyka Novosilka and Volnovakha.



Students in Kreminna, Luhansk Oblast, joined the ecological activities conducted on the All-Ukrainian Environment Day and the Day of Environmental Knowledge.

Photo credit: Vitalii Shevelev / UNDP Ukraine.

the Project, a specialized equipment was installed in each community to measure the level of fine particles present in the air in real time. In addition, almost 2,000 (65% women) community members have benefitted from a number of learning activities implemented to raise awareness of the general public on fine particulate air pollution and its influence on people's health.

To consolidate best practices and help shape policies for the efficient reclamation of coal mine waste dumps in eastern Ukraine, the Project conducted an analytical study of coal mining areas (government-controlled areas in Donetsk and Luhansk oblasts). The study examined in detail the current situation at the state enterprises Toretskuvhillia, which includes four coal mines in Toretsk community in Donetsk Oblast, and Pervomaiskuvhillia, which includes four coal mines in Hirske, Zolote and Toshkivka in Luhansk Oblast. The study included analyses of the structure and components of slag heaps, evidence of environmental pollution in the areas due to waste disposal from mines, and the possible influence of this on ecosystems. It was

noted that the proper reclamation of waste dumps requires that they first be classified according to a set of qualitative characteristics. With this in view, a register of waste dumps of the mines covered by this study was compiled, identifying the key features of these objects – their mode of operation, thermal condition, slag heap shape, height, composition of rock, etc. The study also summarised the best practices in waste dump reclamation that coal mine enterprises of eastern Ukraine might adopt. Such practices include removing slag heaps, using them for electricity generation (using their geothermal energy or by installing wind turbines on top of them), producing building materials from waste rock, landscaping and greening slag heaps, and transforming slag heaps into sports or tourist infrastructure.

With support from the Project, two environmental education events dedicated to the All-Ukrainian Environment Day and the Day of Environmental Knowledge were held in April 2021 in Vuhledar (Donetsk Oblast) and Kreminna (Luhansk Oblast). The eco events

brought together nearly 50 (54% women) students, civic activists and representatives of local authorities and public utility companies, with the aim of changing established living habits and supporting environmental protection. The activities conducted during the events included planting trees, cleaning up public areas, and carrying out a water quality analysis at a local water pumping station. In addition, the children and students took part in practical lectures on sustainable consumption, composting, waste management and promoting sustainable development principles.

Implementing the principles of good governance, the Project maintains a continuous dialogue between various stakeholders so as to address the region's most urgent environmental safety challenges. In this regard, two regional environmental civil society forums entitled "Environmental Institutionalization of Democratic Governance in Communities" were held in Sievierodonetsk and Kramatorsk on 11-12 and 26-27 August 2021 respectively.

The forums brought together a total of 88 (53 women) active community members and representatives of regional and local authorities and CSOs to discuss how civil society can participate in the public governance of environmental issues at the local level. During the events, participants identified mechanisms to help local governments engage civil society in working jointly to address environmental challenges and involve active citizens and CSOs in resolving local environmental problems.

Activity 3.1.2. To support public participation in the environmental impact assessments (EIA) at territorial level.

The EIA is an environmental policy tool that takes into account environmental factors in planning and management processes, along with economic and social factors. Such assessments are conducted on the principle that it is easier to identify and prevent negative consequences of activities at the planning stage than

to detect and revise them at the implementation stage. EIAs provide a comprehensive analysis of the potential impact of a planned activity on the environment, and the results of this analysis are used to prevent or mitigate potential environmental impacts.

The Project worked towards raising public awareness about EIAs and participation in them at the local level, as well as developing the capacities of local authorities and civil society to conduct them. EIAs are conducted in accordance with the current legislation⁶⁴ before the launch of new projects that may have impact on the environment to ensure there is a transparent and participatory decision-making process.

To support local communities in this process, the Project facilitated the conducting of an EIA on the planned construction of a central waste management facility in Lysychansk (Luhansk Oblast). The assessment included a thorough analysis of the proposed project against a set of criteria, which helped to identify the best technical conditions for setting up the facility, including:

- a set of technological measures aimed at protecting the environment during the construction of the waste management facility;
- assessment of potential emergencies and their consequences for the environment;
- the size of the sanitary protection zone for the solid waste sorting station;
- primary means for extinguishing fires.

The assessment also included comments and objections from the public, which were properly responded to and taken into consideration. Importantly, this specialized facility will meet all modern waste management standards and will meet the needs of almost the entire territory of Luhansk Oblast (GCA) for waste disposal. It will be used to properly sort and store solid waste, as well as for the collection and disposal of landfill gas (biogas) generated by the decomposition of organic waste. This, in its turn, will help mitigate the negative impact of illegal landfills on the environment and on public health. Moreover, the construction of the

64 Law of Ukraine "On Environmental Impact Assessments", #2059-VIII of 23.05. 2017.



The practical interregional forum “Waste Management. Local experience in solving regional problems”, 1-2 December 2021, Kramatorsk, Donetsk Oblast.
Photo credit: Artem Hetman / UNDP in Ukraine.

waste management facility will create new jobs in the region and produce additional revenues from the sale of recycled materials. In addition, the results of this assessment may be used for further strategic planning and developing activities in Luhansk Oblast.

Over the project implementation period, some 640 (80% women) representatives of local self-government bodies and civil society received the necessary knowledge and skills in the following areas:

- Sustainable community development. Local environmental challenges and global solutions based on systemic thinking and cooperation.
- Synergies between governance, security, gender equality and social inclusion in community.
- The interaction of national authorities and local self-government bodies. Tools for public monitoring and civic science to address environmental challenges and formulate a strategy for sustainable community development.
- Best practices in addressing waste management issues in communities, including medical waste.
- Environmentally oriented solutions and green restoration in communities.
- Education for sustainable development and its role in strategic community development.
- Green entrepreneurship for sustainable community development.
- Climate change, energy efficiency and community-based solutions.
- Ecosystem approach and the role of protected areas in communities.
- Green public procurement in communities.
- Organizational and legal basis, requirements, strategic environmental assessment of policies, plans and programmes.
- Public involvement in EIA, stakeholder dialogue, mediation and other means of dispute settlement.

To further strengthen the capacity of the local authorities and CSO activists in Donetsk and Luhansk oblasts, the Project launched a training platform⁶⁵ with learning materials on various environmental issues and local sustainable development, including on implementing

65 <https://ecoplatform.org.ua/>

environmentally sensitive and participatory policies, increasing cooperation with civil society to enhance environmental protection in the target communities.

To summarise the Project's work aimed at increasing awareness of the target communities about environmental management, including efficient waste management, the Interregional ecological forum "Waste management. Challenges and solutions" was held on 1-2 December 2021 in Kramatorsk, Donetsk Oblast. The forum provided opportunity for some 150 representatives of regional and local authorities, CSOs, private sector and environmental experts to discuss best practices in the field of waste management in Donetsk and Luhansk oblasts, as well as exchange their experience in waste processing and promoting the implementation of environmental and energy efficiency solutions at the local level.

Activity 3.1.3. To facilitate the development of participatory innovative strategies, and their budgets.

As part of its efforts to enhance partnership for more efficient environmental protection, the Project organized a strategic forum in Kramatorsk, Donetsk Oblast on 18-19 September 2019. The event brought together representatives of the Donetsk and Luhansk oblasts' Departments of Ecology and Natural Resources, civic activists, expert circles to discuss and jointly reflect on the existing environmental monitoring systems in the regions and their effectiveness in measuring, tracking and timely alerting in case of any environmental hazards related to air pollution, temperature, water quality parameters and others. The participants also discussed concrete steps in improving the environmental monitoring system that included strengthening capacity of environmental authorities, compliance with environmental rules and regulations, increasing the quality and reliability of data and information.

In order to provide opportunities for local development, to assist in the streamlining of budgets and to enable local communities to use funds from the environmental tax, the Project, in close cooperation with community members, local authorities and other relevant stakeholders, facilitated the elaboration of 6 environmental development strategies for the communities of Donetsk and Luhansk oblasts⁶⁶.

The strategic documents included the review of available local and regional environmental programmes, assessment of the current ecological, socio-economic situation of the territory and the SWOT analysis. Based on the data assessed, each document suggested a strategic vision of the territory with a list of priority development projects, to improve the environmental safety in the target communities (*Annex 14*). It is expected that the elaborated strategies will become a part of a comprehensive strategic plan of the community development. This will enable target communities to conduct strategic environmental assessment of their territories and to prepare environmental development programmes, which will allow to better reflect the priorities of each community in addressing environmental issues, as well as receive funding for their implementation.

Furthermore, to improve the environmental protection at the local level, the Project supported the development of an environmental strategy and the conducting of a strategic environmental impact assessment for Toretsk community (Donetsk Oblast). The strategic document on environmental development meets the following principles:

- environmentally balanced planning in the community;
- contamination prevention and response;
- public participation in the decision-making process;
- partnership between civil society and the central and local authorities;
- equal access to environmental information for all community members.

66 Siversk and Soledar communities of Donetsk Oblast, and Bilovodsk, Krasnorichenske, Novoaidar and Popasna communities of Luhansk Oblast.

The final version of the strategy and programme for the environmental development of Toretsk were adopted by the local authorities in July 2021. Importantly, the documents allow the community to independently form an environmental budget using environmental tax income to implement local projects that address the most pressing ecological issues in the area.

As a result of the study of the impact of closing unprofitable mines⁶⁷, a set of recommendations and priority measures aimed at maintaining a favourable water and environmental situation had been identified. In the field of air protection:

- development of projects for utilization and capture of pollutants within the mine enterprises;
- development of sectoral strategies to improve air quality;
- compliance with and implementation of the tasks of the Strategy of State Environmental Policy of Ukraine for the period up to 2030.

In the field of waste management:

- organization of measures for waste disposal and sorting;
- monitoring the quality of soils, air and groundwater within the location of waste disposal sites and at the border of the sanitary protection zone.

In the field of water treatment:

- to develop projects for centralized provision of settlements with drinking water;
- proper treatment of mine water pumped to the surface, in order to prevent contamination of surface waters
- organization and expansion of the network of monitoring the level and quality of groundwater.

In addition, a roadmap on restoration of the territories upon the closure of mines was developed for each oblast, which included a comprehensive approach to addressing this issue mitigating all possible environmental risks (*Annex 15*).

Activity 3.1.4. To promote effective Public-Private Partnerships for the implementation of the environmental protection strategies in the Project's pilot territorial units.

During 20-21 November 2019 the first "Government-Business-Society" Environmental Partnership Forum has been held in Donetsk Oblast, gathering over 100 (73 women) representatives of local self-government bodies in Donetsk and Luhansk oblasts, representatives of the Ministry of Energy and Environmental Protection of Ukraine, the Ministry of Communities and Territories Development of Ukraine, and Donetsk and Luhansk Oblast Administrations, as well as the heads of departments of ecological and natural resources of Donetsk and Luhansk oblasts, and representatives from industry and the energy sector, business, NGOs and the media.

The main topics for discussion at the Forum were the establishment of dialogue between the local authorities and the largest industrial enterprises of the region, analysing the environmental component of social responsibility and its impact on the development of enterprises in the regions, increasing environmental social responsibility and preventing a negative impact on the economic and environmental development of the regions, the implementation of environmental strategies, and sharing experience and suggestions for ways to improve the environment situation in Donetsk and Luhansk oblasts. Furthermore, the participants of the Forum learned about the measures to assess, limit and repair the environmental damage done to the communities of eastern Ukraine, and discussed means to get all sides involved in preventing further environmental problems.

In order to strengthen the institutional capacities of the local authorities and civil society and to jointly address the most pressing environmental problems in the region, a series of online training sessions were held during the period from 28 September till 16 November 2020.

67 The study covered the following mines: "Tsentralna" and "Toretska" in Toretsk of Donetsk Oblast, "Mine named after D.F. Melnikov", "Chernomorka" in Lysychansk, Pervomaisk Mines Group ("Zolota", "Karbonit", "Hirska", "Toshkivska") in Zolote of Luhansk Oblast).



The first “Government-Business-Society” Environmental Partnership Forum, Sviatohirsk, Donetsk Oblast, 20-21 November 2019.
Photo credit: Catherine Ukrainets / UNDP in Ukraine.

These concentrated on issues of environmental safety in very heavily industrialised regions and the strategic management of natural resources in target communities in Donetsk and Luhansk oblasts. Overall, 57 attendees (27 women) – representatives of local authorities and CSOs, and local activists – gained comprehensive knowledge on general aspects of environmental safety and sustainable use of natural resources, environmental monitoring, strategic planning and management at the local level, environmental impact assessment and other issues.

Moreover, with support from the Project, a two-day National Eco-Business Forum entitled “Green Economy: How to Achieve Balance” was held in Kyiv on 21-22 October 2021. The forum, organized in a mixed offline/online mode, was dedicated to finding effective solutions aimed at achieving a cleaner and safer, more sustainable future for Ukraine.

The event brought together 190 (112 women) experts, representatives of the national and local authorities, and practicing ecologists to share their views and discuss pressing environmental issues at the regional and national levels. The participants exchanged their professional opinions and experience on the current state and prospects for the eco-transformation and revitalization of coal-mining regions, and the implementation of the current regional and national environmental strategies. The forum covered such sectors of the country’s economy as mining, electricity, metallurgy, the food industry, transport, agriculture, housing (water utilities, waste utilities, etc.), as well as the public sector. During the event, representatives of the local authorities from the Project’s target communities presented their achievements in environmental protection and sustainable development, and raised current ecological issues of their regions.

Sub-output 3.2. Mitigated conflict-related environmental risks and improved environmental protection of the conflict affected areas

Activity 3.2.1. To support LSGBs in ATCs and non-amalgamated communities (especially those along the contact line) to keep and update an inventory of the industrial and municipal facilities that have become, or hold the potential to become, major sources of environmental hazard as a result of the armed conflict

The Project commissioned comprehensive research of systematization of data and sources of ecological hazards for Donetsk and Luhansk oblasts (*Annex 16*). The study stressed that as a result of the armed conflict in eastern Ukraine, a significant number of infrastructure facilities were destroyed and damaged, posing a threat to environmental safety, public health and personal safety. Among the biggest threats are flooding of mines and possible release of toxic mine waters to the surface, as well as into Siverskyi Donets River and the Sea of Azov; the shutting down of the sewage treatment plants and damage to toxic waste storage facilities. Based on the data obtained, the priorities for reducing environmental hazards and improving the ecological situation in eastern Ukraine have been identified to formulate recommendations and measures to mitigate existing challenges, namely air, water and soil pollution, waste management, environmental monitoring, as well as on the required changes at the institutional level.

Expert and technical support was provided to targeted communities and the regional Departments of Ecology and Natural Resources in creating an up-to-date inventory of the industrial and municipal facilities with major sources of environmental hazard. As a result, a list of the most hazardous industrial enterprises (chemical, metallurgical, energy, agricultural) was created and their environmental impact on the region assessed (*Annex 17* – Report on identification of hazardous enterprises in Donetsk and Luhansk oblasts). This

inventory will serve as a basis for further development of roadmaps and related action plans for enterprises and the communities in emergency situations.

Expert support was also provided to the target oblasts in identifying their most pressing environmental issues and implementing sustainable solutions for them. For this, a study was conducted to evaluate and summarize best Ukrainian and international practices for implementing in Donetsk and Luhansk oblasts the extended producer responsibility (EPR) mechanism for managing household waste. EPR is an efficient and sustainable waste management tool, based on manufacturers being responsible for their products after they have been used, served their term, or become unnecessary to the consumer. This responsibility includes, in particular, collecting, sorting and preparing products for further recycling or reuse. Based on the findings of the research, a roadmap was developed for EPR implementation in the field of waste management for Donetsk and Luhansk oblasts, as well as a practical guide covering the best practical solutions for local communities in choosing the optimal EPR system (*Annex 18*).

To increase the awareness of the population in Donetsk and Luhansk oblasts about current environmental issues and ensure citizens' engagement in addressing them, the Project created an online information platform dedicated to the region's environmental problems. The [website](#) includes useful information about the environmental monitoring tools available at the regional and national level, such as indicators from monitoring stations, maps of minefields, and so on. With the support of the platform, the residents will be able to track environmental conditions and identify hazardous places in their communities, and will have access to all relevant information on current environmental protection activities and events in the region.

In addition, the Project held a five-day webinar "Raising environmental awareness of civil society activists in



SES rescuers during a training session on addressing disasters and emergencies of a natural and human-caused character.
Photo credit: Vitalii Shevelev / UNDP in Ukraine.

target communities of Donetsk and Luhansk oblasts” attended by 30 NGO representatives (17 women). During the training sessions the participants, representing 24 local NGOs, gained practical skills in general aspects of implementing energy efficient solutions in at the local level, increased awareness about modern technologies of water supply, drainage and heating systems, and studied best practices of solid waste management.

Activity 3.2.2. To enhance cooperation on hazard and crisis management between competent authorities and operators of major industrial facilities, including the establishment of sufficient means and resources necessary for effective rapid response to emergencies in hazardous areas.

The Project commissioned an assessment of the current state of early detection and alert systems for emergencies of man-made and natural origin in

Ukraine, aimed at studying the level of availability of early warning systems in settlements and units of critical infrastructure in Donetsk and Luhansk oblasts (*Annex 19 – Report “Development of early warning systems for local communities”*). The study revealed that as of today, due to several factors (outdated equipment, lack of funding, etc), Luhansk Oblast is not covered by appropriate alert systems and Donetsk Oblast is partially equipped with air monitoring systems only.

The study also stressed that both oblasts lack automatic alert systems. Building on the results of this assessment, the Project explored ways to develop early warning systems for local communities located near major industrial facilities and those along the ‘contact line’ in Donetsk and Luhansk oblasts. More specifically, having studied the best national and international practices in using modern emergency alert systems, the Project elaborated a plan for emergency alert system development for the local communities and provided recommendations for the setting-up of emergency



 Children from an orphanage in Toretsk, Donetsk Oblasts, received upcycled toys and bags.
Photo credit: Vitaly Shevelev / UNDP in Ukraine.

alert systems at the local level. Furthermore, to provide the target communities with the practical knowledge and skills needed to respond effectively to various hazards, the Project organized a training programme for representatives of the SES in Luhansk Oblast on addressing disasters and emergencies of a natural and human-caused character. The training activities took place on 26-28 October 2021, and increased the knowledge and skills of 36 (eight women) rescuers from Svatove, Shchastia, Sievierodonetsk and Starobilsk communities on the issues of organizing evacuations and providing first aid in case of natural disasters and human-caused emergencies, as well as on mine action and explosive remnants of war. A similar training programme was held on 7-9 December 2021 for 41 (11 women) SES workers in Donetsk Oblast.

Notably, the participants learned how to use the mobile applications “Attention Luhansk Oblast” for efficiently informing the public through a notification system and a mobile, and the what3words app to determine the

exact location of emergency situations. In addition, the trainees practiced open-air evacuations for various types of emergencies, and the evacuation of people with reduced mobility.

Activity 3.2.3. To facilitate the dialogue between the local authorities and the largest industrial enterprises to expand the environmental activities that have been reduced by the polluters with the onset of conflict and promote strategic industry innovation and modernization for reduction of environmental impact.

An interregional scientific and practical forum on human-caused problems in coal mining regions was held on 17 December 2020. It was attended by representatives of the regional and local authorities of Donetsk and Luhansk oblasts, ecologists, scientists, CSOs, and international organizations



Local students taking part in the plogging event in Kramatorsk (Donetsk Oblast), September 2021.
Photo credit: Andrii Makhnyboroda / UNDP in Ukraine.

The participants discussed critical environmental issues in Donetsk and Luhansk oblasts related to the threat of flooding and mine closures, reviewing the effectiveness of the current monitoring system and ways to improve it. They also discussed the need to develop a roadmap of initiatives based on decarbonisation measures to address the region's environmental problems, and an action plan to achieve them.

Furthermore, to draw the attention of both clothing manufacturers and consumers to the problem of textile waste management, the Project, in cooperation with local textile producers and famous Ukrainian fashion designers, initiated an upcycling initiative.

As part of this activity, fabric waste was collected and used by local companies in eastern Ukraine to produce toys, textile decorations and other items for the orphanages in Donetsk and Luhansk oblasts. Notably, the created toys and textile products were further handed over to some 500 children of orphanages in Donetsk and Luhansk oblasts during Christmas and New Year activities.

In addition, on 17 September 2021, on World Cleanup Day, the Project organized an eco-run event in Kramatorsk, Donetsk Oblast. During the activity, 127 (49 women) students from high schools and higher education institutions combined jogging with picking up litter (known as "plogging") in the city park, making the popular public space cleaner and safer for residents.



Setting up a park area in Kramatorsk city centre to mark the World Environment Day.
Photo credit: Artem Hetman / UNDP Ukraine.

Sub-output 3.3. Increased civil society's activism for improved environmental protection

Activity 3.3.1. To increase the capacities of CSOs and citizens' groups to effectively initiate, plan and implement initiatives aimed at protecting the environment.

The Project established a SGF to support local environmental initiatives aimed at providing wider opportunities to local communities to increase environmental safety. Addressing the most pressing ecological problems, such as introduction of waste management, use of alternative energy and providing access to drinking water, the implemented projects were positively perceived by local community members, and facilitated establishment of fruitful cooperation between the local authorities, working on environmental issues, and civil society.

During the project implementation period, 57 NGO projects have been supported through the SGF to implement environmental initiatives benefitting some 65,000 community members (58% women) in the target locations of Donetsk and Luhansk oblasts (*Annex 20 – List of projects supported within the SGF*). The project numbers and areas are as follows:

-  **19** air and water pollution monitoring
-  **14** waste management and recycling
-  **11** use of renewable energy sources
-  **4** recreation and protection of ecosystems
-  **2** prevention of natural disasters (floods, forest fires)

-  **2** green tourism and recreation
-  **2** ecological education for children and youth
-  **1** eco-friendly wood processing
-  **1** online register of green areas in community
-  **1** access to clean drinking water

Among the supported projects are the installation of benches with solar panels with slots for charging mobile devices in Kurakhove, procurement of equipment to monitor and prevent fires and illegal logging in No-voaidar, and the construction a waste recycling facility to produce anti-parking bollards in Popasna.

Furthermore, from December 2020 to February 2021 the Project organized a series of online training events entitled “Ecological Consciousness and Sustainable Development”. The training activities were targeted at representatives of the local authorities, students of secondary and higher educational institutions studying environmental specialties, and civic activists and CSOs working in the field of environmental protection.

As a result, 54 (31 women) representatives of the target communities in Donetsk and Luhansk oblasts learned about the main environmental problems of heavily industrialised regions of Ukraine and the practical provisions of the existing legislative base (EIAs and SEAs), identified technical aspects of implementing energy-efficient innovations in local communities, studied ways to expand protected areas in the region, and increased their knowledge about the management of solid and hazardous construction waste.

On 3-4 June 2021, the Project conducted an environmental campaign to mark World Environment Day, setting up a park area in Kramatorsk city centre called Commonwealth Square with national partners Donetsk Oblast Administration and Kramatorsk’s local authorities. To demonstrate to the public the importance of landscaping public spaces in the city

centre, the park area was specially cleared for the planting of 20 maple trees and the laying of flowerbeds. Holding such initiatives helps promote the ideas of environmentalism and sustainability, and engages the community in creating an eco-friendly environment.

Activity 3.3.2. To develop CSOs and citizens’ groups competence to participate in decision making, including EIAs, and monitor the fulfilment of local projects and strategies aimed at environmental protection.

During its implementation period, the Project organized a series of capacity-building activities for civic activists and CSO representatives aimed at enabling them to properly participate in decision-making to enhance environmental protection in local communities.

In April and June 2021, an online training programme on global environmental problems and the formation of environmental consciousness in the regions was conducted, engaging 36 (21 women) representatives civil society in the target communities. The training process covered various issues in two thematic modules.

1. Global environmental problems of the 21st century:
 - Guidelines for alternative development strategies for the future.
 - Ecological problems of eastern Ukraine and ways to solve them.
 - Environmental problems of megacities. Urbanization of territories.
 - The Earth’s biosphere. Structure and development.
 - Sustainable development of humankind.
 - The problem of drinking water shortages in the world and in Ukraine. Water Fund of Ukraine.
 - Pollution of water resources due to global environmental problems.
 - Problems of water resources in eastern Ukraine.
 - Fossil natural resources and their exhaustibility. Alternative energy sources.
 - Climate change. Sources of greenhouse gas emissions in Ukraine.
 - Depletion of natural resources. Food security.

- Problems of energy consumption in the world and in Ukraine.
 - Rain load on urban areas in the context of global climate change.
 - Deforestation and desertification. Exacerbation of global problems in the 21st century.
 - Chemical pollution of parts of the environment. Interference in biochemical cycles.
 - Invasive species. Genetic engineering. Trends in the development of unexpected environmental problems in the 21st century.
 - Creation of microclimates for buildings and structures.
2. Environmental strategies within the concept of sustainable human development:
- Anthropogenic and urban landscape. Phytomelioration;
 - The transition of the climate-dependent construction industry to the mandatory “Building with almost zero energy consumption” standard.
 - Standardization of environmental pollution indicators in Ukraine.
 - “Green” roofs. The concept of “green” construction. Prospects for the development of “green” construction in Ukraine.
 - Technologies of building materials in “green” construction. Reduction of greenhouse gas emissions during their use.
 - Solar activity and its impact on the Earth.
 - Protection and rational use of groundwater.
 - Harmful effects of flooding.
 - International cooperation in the field of environmental protection.
 - Integration with European environmental legislation.
 - Basic methods and models of environmental project management.
 - Strategic Environmental Assessments (SEAs). Public access to environmental information.
 - Using agile methodologies to model and forecast construction project processes.
 - Ways to reduce biodiversity loss on land and in water.

Furthermore, on 9-28 December 2020 and on 17 March to 27 April 2021 the Project conducted a series of webi-

nars on issues of environmental project management, basic communications, and the impact of COVID-19 on the environment. In total, 72 (54 women) civic activists, and representatives of the local authorities and businesses from the target communities in Donetsk and Luhansk oblasts increased their knowledge of current trends in environmental protection for the development of their territories. The trainees also learned to assess the potential consequences of the COVID-19 pandemic and their impact on the environment, while also gaining practical communications and media literacy skills.

Another series of 41 webinars held during November and December 2021 enabled 48 (31 women) representatives of the target communities, including local authorities, eco-activists and NGOs, to increase their knowledge of strategic management, environmental security of the industrial regions of Ukraine, and state environmental policy in conditions of human overdevelopment of ecosystems. In addition, during 51 webinars held by the Project, 36 (27 women) representatives of the local authorities and civic activists from Donetsk and Luhansk oblasts studied ways to regulate greenhouse gas emissions in natural ecosystems and sectors of the economy.

Activity 3.3.3. To increase the level of awareness and information of territorial communities’ members on environmental safety (with a specific focus on mine risks awareness and education, for communities located near the contact line) and the existing legal and regulatory framework for hazard and crisis management.

The Project worked actively to raise the awareness of young people in Donetsk and Luhansk oblasts about current environmental issues in the region and ways to help solve them. In cooperation with the Luhansk Centre for Ecological and Naturalistic Creativity of Student Youth, the Project organized a regional learning activity to evaluate the state of small rivers in Luhansk Oblast, using the example of the Krasna River.



Students from Luhansk Oblast study the environmental condition of the Krasna River.
Photo credit: Oleksandr Simonenko / UNDP in Ukraine.

During the event, some 40 local students were involved in studying the situation and finding possible solutions to a current environmental challenge in the region. So that it could continue conducting practical research activities for students, the Project supplied the centre with two professional water testing kits designed to accurately measure and monitor the most important parameters of river and lake water quality.

Furthermore, during June and July 2021 the Project conducted a Summer Educational School for eco-

activists and representatives of local and regional authorities and education institutions. In total, 87 (50 women) people raised their awareness about global environmental problems, namely energy efficiency, the sustainable use of natural resources, water, air and soil pollution, climate change, waste management, and the environmental rehabilitation of territories.

The participants also enhanced their skills in developing effective environmental strategies, risk management and conducting EIAs and SEAs.



OUTPUT 4

SOCIAL COHESION AND CITIZENS' INFLUENCE ON LOCAL DEVELOPMENT DECISIONS STRENGTHENED

Photo credit: Oleksandr Symonenko / Vitalii Shevelev / UNDP in Ukraine

Weak engagement of citizens in local decision-making inhibits community development, leaving acute problems people face unheard, and therefore unaddressed. Through its activities, the Project provided a framework helping residents, including women, young people, and vulnerable groups, to participate in community life, interact with local authorities, the private sector, and media, and develop a shared vision and strategy – leaving no one behind.

Looking at the long-term trends from SCORE (2017 – 2021), Programme’s community mobilization and dialogue efforts have contributed to the improved levels of community cooperation (+1) and sense of agency (+0.7), gender equality mindset (+0.6), and social tolerance towards various vulnerable and marginalized groups, including different ethnic and religious minorities (over 1 point on 0-10 SCORE scale).

Similarly, social proximity to other groups improved, including people with different political views (by 0.5 points on average), preparing the grounds for dialogue, greater social cohesion, and reconciliation. Moreover, positive trends are observed in the level of pluralistic Ukrainian identity, measured as a degree to which one believes that everyone, despite their ethnic and cultural background, is an integral part of Ukrainian society, reaching 6.9 and 7.3 in Donetsk and Luhansk oblasts, respectively.

Even though ordinary citizens were becoming less sceptical about reform implementation, about 60% still think reforms will not benefit them, with young people being the most optimistic, as evidenced by SCORE.

Thirty-two Community Security Working Groups have been active in the target communities of Donetsk and Luhansk oblasts, providing space for a police-community dialogue, information exchanges, and interaction among local authorities, security providers and community members to address identified security issues. Overall, the groups involve more than 787 active participants (60% women). The latest survey shows that 85% of CSWGs members feel that their voices are considered in improving community security and 91% of them are convinced that these groups are making posi-

tive changes, as well as contributing to gender equality (87%), youth engagement (84%) and inclusivity (86%). Notably, 30 gender-responsive community profiles developed by the CSWGs on a participatory basis have enabled civil society activists in Donetsk and Luhansk oblasts to advocate for and adopt solutions for the most pressing security issues identified in their community. In addition, two dedicated manuals on the establishment of a CSWG in the community and the application of a community profiling tool were developed.

Meaningful progress was made towards strengthening social cohesion, promoting civic engagement and citizen participation in the local decision-making processes. The project implementation period was highlighted by the launch of a new capacity-building programme called “Local Innovation Laboratory” aimed at promoting the use of innovative approaches and tools in local development. Within this programme, 40 local leaders (34 women) already underwent a two-day training session on innovative ecosystems for community development. As a result, 12 projects developed by the participants were presented at the final pitching event in December 2021 to be further supported through the Project’s SGF.

Through a number of networking activities and advocacy support, the Association of NGOs of Luhansk Oblast was established to strengthen the role of the public sector of Luhansk Oblast, helping create new and strengthening the work of already existing organizations. In addition, the Association received the necessary ICT equipment to conduct online meetings with all its members to shape the internal policies of the association. Moreover, with the support of the Project, the Development Strategy of the Association for 2022-2025 and other important strategic documents were drawn up. This will strengthen the organization and enhance the influence of the region’s civil society institutions, which represent a collective voice at the grassroots level, as well as contribute to connectivity between diverse civil society organizations and local institutions.

The Project took significant steps towards empowering young people to implement and promote

their peacebuilding initiatives in the conflict-affected areas of eastern Ukraine through an innovative online platform, “FUNdraiser”.⁶⁸ During the project implementation period, 154 young people (112 girls) submitted applications via the platform, and 25 teams registered to raise money for their projects. Moreover, five initiatives on public safety and social cohesion were selected to receive further funding and mentorship support.

Methodological recommendations with lesson plans, were developed by the teachers from Donetsk and Luhansk oblasts for the newly introduced school course on Civic Education. Moreover, an online course on Management of Volunteers Programmes was developed for community leaders engaged in volunteer projects. Additionally, in collaboration with the Ministry of Digital Transformation of Ukraine, an online educational series on e-signature was launched to explain how e-signature would benefit citizens to implement the functions of e-democracy, ensuring access of citizens and entrepreneurs to receive public services online.

Moreover, 130 events were organized by the “Ambassadors of Peace” network, engaging some 6,500 (67% girls) conflict-affected boys and girls⁶⁹. In addition, a dedicated booklet was created to summarise the experience and consolidate the best practices of the network.

More than 810 participants from all over Ukraine developed practical solutions to the most pressing problems of community development, inclusive security services and gender-based violence, during the three national hackathons “Hack for Locals”, conducted by the Project throughout 2019-2021. The 14 projects were selected to receive grants and mentoring support for the implementation of the ideas they developed at the hackathon⁷⁰.

First in Ukraine regional strategy for STEAM education development was elaborated with broad participation

of civil society and experts, and a regional STEAM centre was opened in Kramatorsk, Donetsk Oblast. STEAM (Science, Technology, Engineering, Arts, Mathematics) is a multidisciplinary approach to scientific disciplines which allows for development of project thinking, creativity, teamwork and hard skills among youth. The centre can train yearly nearly 150 teachers from Donetsk oblast on how to integrate STEAM approaches into the school curricula, and can also be used for holding extracurricular activities for the local youth.

The Project supported the work of the Geoinformation System to Monitor, Analyse and Evaluate Conflicts – an innovative [web-based tool](#) that allows residents of the conflict-affected communities to identify local conflicts and seek their further settlement. By the end of the Project, 41 conflict analysts (29 women) and 36 mediators (27 women) were involved in the work of the Geoinformation system. Since the launch of the platform, 546 conflicts were registered in Donetsk, Luhansk and Zaporizhzhia oblasts, out of which more than 44% were resolved and 30% are in process of resolution.

A total of 10 library networks in Donetsk and Luhansk oblasts formulated their development strategies for the next 3 years, established new partnerships with local CSOs and introduced new library services based on the surveys conducted.

To empower local community members to participate in the decision-making process and advocate for their interests, the Project supported 8 communities in Donetsk and Luhansk oblasts in piloting participatory budget mechanisms. As a result, 73 projects were submitted for voting and 37 projects were subsequently supported.

The Project, under its SGF, enabled CSOs in conflict-affected communities to implement 189 initiatives aimed at enhancing community security and social cohesion, improving access to justice, alleviating COVID-19 impact, countering SGBV/DV and building

68 This activity is co-funded by the Government of the Netherlands.

69 This activity is co-funded by the EU and the Governments of the Netherlands.

70 This activity is co-funded by the EU and the Governments of the Netherlands.

the capacities of local media, which benefitted more than 203,500 (57% women) local citizens. Moreover, the Project has supported 117 civil society mini-initiatives in Donetsk and Luhansk oblasts, to

strengthen humanitarian-development nexus work, social cohesion and community security, support youth and volunteering projects, enhance gender equality in conflict-affected communities.

Sub-output 4.1. Increased conflict-sensitive dialogue for territorial community development between well-informed citizens and local self-governments

Activity 4.1.1. To support the set-up of effective local Open Dialogue platforms (which will complement the traditional and less interactive public hearing system).

The Project supported activities in Donetsk and Luhansk oblasts to enhance civic participation, increase the openness of local authorities, and improve interaction and cooperation between all stakeholders.

Overall, 32 Community Security Working Groups (CSWGs) have been active in Donetsk and Luhansk oblasts⁷¹. These groups served as dialogue platforms to build trust and enhance social cohesion, coordinate the community security activities of all stakeholders, advocate for and empower vulnerable groups in the community, fundraise to implement security initiatives and projects, and develop leadership among active community members. In total, 787 (60% women) representatives of the local authorities and self-government bodies, community service providers, NGOs and community leaders, and representatives of the education, culture, social services sectors, as well as of the private sector, have been actively participating in regular meetings of the working groups. A network of CSWGs is established in both oblasts to facilitate dialogue and exchange best practices between the groups with regard to community mobilization and tackling numerous challenges related to community

security, social cohesion, and project development and implementation.

During the project implementation period, the members of the CSWG network held a number of strategic planning sessions and identified the key priorities of their work for the next year – namely gender mainstreaming into local policies and programmes, implementation of innovative solutions to local security problems, and engaging vulnerable groups in CSWG activities. In addition, a web portal for the CSWG networks has been created to raise awareness about the activities, tools and approaches used by the working groups and their networks in the target communities⁷².

Moreover, 30 community profiles, developed on a participatory basis by the CSWG association members, have been being actively used to advocate for solutions to security issues identified at the local level. To ensure further enhancement of the accessibility, systematization and comparability of the information collected, and to increase the level of stakeholder awareness, a dedicated website has been developed to present the achievements and best practices of community profiling to a wider audience.

The [website](#) presents statistics on the social, economic, civil and community security spheres, security threats identified, initiatives proposed, and the results of

71 Donetsk Oblast: Dobropillia, Druzhkivka, Krasnohorivka, Manhush, Myrnohrad, Novhorodske, Pokrovsk, Sartana, Siversk, Slovyansk, Soledar, Svitlodarsk, Velyka Novosilka (raion), Volnovakha, Vuhledar. Luhansk Oblast: Bilovodsk, Krasnorichenske, Kreminna, Lozno-Oleksandrivka, Lysychansk, Milove, Novoaidar, Nyzhnia Duvanka, Popasna, Pryvillia, Shchastia, Sievierodonetsk, Stanytsia Luhanska, Troitske, Zolote. Zaporizhzhia Oblast: Melitopol, Nove, Semenivka, Berdiansk, Pryazovsk, Berdiansk raion, Prymorsk, Yakymivka, Kyrylivka. Kherson Oblast: Chaplynka, Henichesk, Novotroitske, Prisyvaske TC.

72 <https://merega.org.ua/wp-login.php>



Members of the CSWGs sharing their experience with the participants of the 10th Civil Society Development Forum, 30-31 November 2021, Kyiv. Photo credit: Yaroslava Nemes / UNDP in Ukraine and Antonina Polukhina / UNDP in Ukraine.

public opinion surveys on social, legal and security services. Importantly, each community is provided with the opportunity to create its own online profile⁷³ on this platform – the profile being owned and managed by the community itself. In the medium term, the portal could become a comprehensive dialogue platform for each community and include separate pages for the CSWGs, gender profiles, self-help groups, local newspapers, local youth groups, etc.

On 30-31 November 2021, 30 civil activists – members of the CSWGs – participated in the 10th national Civil Society Development Forum, organized by ISAR Ednannia NGO in Kyiv. The Forum has become the largest national platform for inter-sectoral dialogue, where the exchange of ideas and learning of best practices are flourishing. The event focused on the role of civil society in building democracy, protecting human rights, strengthening social cohesion and national unity, and attracted about 1,800 participants from all over the country – representatives of the

central and regional authorities, foreign embassies, CSOs, international organizations, etc.

At the Forum, the CSWGs members actively promoted the Community Security and Social Cohesion Networks as effective tools of local democracy, dialogue and advocacy platforms for interaction between the local authorities and the civil society, presented lessons learned, best practices and innovative approaches toward strengthening community security, access to justice, community mobilization at the local, regional and national levels. The specially organized interactive zone at the forum called “Together we are in Safety: CSWG Network” provided for the interaction with quests, including competitions, community mapping tool presentations, promo and knowledge products on community mobilization for community security.

In addition, to summarize and share its experience, the Project has developed two knowledge products

73 <https://severodonetsk.partnercommunities.in.ua/>



Participants of the first “Hack for Locals” hackathon, Kharkiv, 9-11 October 2019.
Photo credit: Artem Hetman / UNDP in Ukraine.

on establishments of a CSWG in community and on the development and application of community profiling tool. Upon their finalization, the manuals will be further shared with the Project stakeholders – local authorities, security services providers and civic activists – throughout Ukraine. In current situation, the summarized experience and best practices will be specifically important for the implementation of Project’s activities in transit and host communities to mobilize the war-affected population there.

Many of the community security problems need complex innovative solutions which require not just using technological innovation but also better coordination and joint efforts of all stakeholders. The first “Hack for Locals” hackathon, held in October 2019, gathered more than 150 representatives of civil society sector, business, IT sphere (developers and designers), local authorities, to find innovative solutions to

the problems of community development and resulted in support and implementation of the three creative ideas. Based on its previous success and to continue promoting information and communication technologies that will foster citizens’ participation in decision-making processes and offer innovative solutions to create more effective dialogue platforms, the Project launched “Hack for Locals 2.0”. The event was focused on such thematic areas as digital security and digital literacy, inclusive security services, coordination between security service providers and communities, crisis response and early-warning opportunities and evidence-based community security. The “Hack for Locals 2.0: Safer Communities”⁷⁴ gathered more than 360 participants from all over Ukraine, bringing up a variety of ideas, from a range of inclusive projects to support people with disabilities, promote waste management and support physical and mental wellbeing, to projects on coordinated safety

74 Official website of the hackathon: <https://hackforlocals.org/>

services, evacuation plan development and training and alerting the population during emergencies. Three winning teams received financial and mentoring support to implement their innovative ideas in eastern Ukraine, while four more projects received mentorship support from the UN RPP and partner IT companies. In 2021, More than 400 participants from all over Ukraine developed practical solutions to battle gender-based violence, from innovative games to prevent street violence, to chatbots for social media, during the Hack for Locals 3.0: “Together against violence” contest which was held online. In 2021, the hackathon was dedicated to the “16 Days of Activism against Gender-Based Violence” Global Initiative. The four projects were selected to receive grants and mentoring support for the implementation of the ideas they developed at the hackathon.

Activity 4.1.2. To increase the level of awareness and information of territorial communities’ members

Enhancing community security in conflict-affected communities, taking into account the needs of vulnerable and marginalized groups, remains a key priority for the Project. As part of a comprehensive effort towards ensuring inclusiveness and accessibility of public services and infrastructure for people with disabilities in eastern Ukraine, the Project worked on identifying and addressing service accessibility barriers for persons with disabilities and elderly using participatory approach. During the project implementation period, 2 territorial communities of Donetsk Oblast located close to the ‘contact line’ – Krasnohorivka and Sartana – were selected for conducting an accessibility audit. Through direct monitoring and questionnaires, a total of 30 public places (hospitals, social service centres, etc.) were audited to identify existing barriers, such as lack of ramps and visual contrast between walls, floors and doors, absence of parking lots for persons with disabilities, lack of access to information, etc. A report with the audit findings and recommendations was presented to local authorities and public activists

to serve as a basis for further development of local accessibility programmes and efficient allocation of funds from local budgets, ensuring the elimination of existing barriers.

To facilitate transition from humanitarian assistance to sustainable development of communities, the Project, in cooperation with UNHCR, developed a ToT programme aimed at building capacities of local humanitarian staff in 7 pilot communities⁷⁵ situated close to the ‘contact line’. Overall, 22 representatives of CSOs, local activists and UNHCR partners, having served as humanitarian actors in their local communities, were engaged in this ToT programme. As a result of this initiative, the participants developed their capacities towards understanding the principles of HRBA-based development and planning of local activities to address issues during the transition from humanitarian help to development. Further, 46 local community leaders and CSWG members were trained on initiation and implementation of development projects aimed at raising living standards, sustainability, structural change and community engagement. As a follow up to the training sessions, the participants elaborated 19 development projects for their further implementation in target communities.

Furthermore, the Project, jointly with the UNHCR and the local authorities, supported the establishment of a Media, Eurointegration and Methodological Centre in Mariinka community, which is located close to the ‘contact line’. With the new centre, over 30,000 citizens were enabled to interact and discuss civic initiatives, as well as participate in educational, awareness raising and other social activities. In addition, the centre will also ensure comprehensive assistance (psychological, social, informational, legal and other services) is provided to SGBV/DV survivors. Work to set up the centre included renovating the premises, supplying furniture, installing equipment, and training personnel.

In order to increase community engagement, including vulnerable groups, in decision-making with the use of modern ICT, the Project, in collaboration with the

75 Avdiivka, Krasnohorivka, Mariinka, Novhorodske, Sartana (Donetsk Oblast) and Stanytsia Luhanska, Triokhizbenka (Luhansk Oblast).

Ministry of Digital Transformation, developed an online educational series on e-signature and is available at the Diia Digital Education web platform⁷⁶.

Digital signature is a key factor in the processes of electronic participation and interaction of citizens with government institutions. The educational course

is comprised of seven short thematic videos recorded as interviews between an expert and celebrities, who act as potential e-signature users, explaining how application of e-signature would benefit citizens and entrepreneurs in everyday situations. Importantly, the course also provides information on how the use of e-signature can benefit IDPs and people living in NGCA.

Sub-output 4.2. Capacities for conflict and gender-sensitive community development strategies/projects planning, implementation and monitoring strengthened

Activity 4.2.1. To increase the capacities of citizens' groups, CSOs and Community Security Working Groups (CSWG) to effectively initiate, plan and implement Human Rights Based community development and community security strategies and projects.

The Project supported research of the civil society sector in Donetsk and Luhansk oblasts (*Annexes 21 and 22*) revealed significant gaps in organizational and institutional development of CSOs, with more than 50% of the surveyed organizations lacking experience in project management and development, monitoring and evaluation, communication. These findings served as a basis in delivering series of capacity-building workshops that resulted in increased knowledge and skills of 328 persons (CSO representatives, CSWG members, activists) on civic activism and empowerment, the place and role of CSOs in the local public administration, opportunities for building constructive partnership with the local authorities

To further enhance the capacities of the community activists and civil society representatives from the target communities of Donetsk and Luhansk oblasts, a total of 32 two-day training sessions on "Project Management and Civic Activism" were conducted by the Project. The training programme enabled 495 (368

women) community leaders to discuss issues related to the functions and forms of citizens' association, analysing community problems, developing and implementing civic initiatives, as well as allowing them to gain valuable knowledge on identifying community security priorities and drafting project proposals. As a result, 158 community-based initiatives were developed by the participants, out of which 49 received grant support from the Project. In addition, 16 online training sessions were conducted for NGOs of people with disabilities, enabling 198 representatives to increase their knowledge in effective management, strategic planning and reporting.

To enable people from rural areas to take an active part in the work of the CSWGs and local decision-making, 14 Centres of Local Activism were created in rural communities in eastern Ukraine (seven centres each in Donetsk and Luhansk oblasts). The centres also serve as community spaces for training sessions on project management, youth engagement, organizational development for NGOs, holding advocacy campaigns, etc.

During the project implementation period, 54 training activities and meetings were held at these centres to increase the leadership capacity of local civic activists. Moreover, 80 meetings of active citizens of villages were held in these centres, engaging a total of 347 people (234 women). The Centres of Local Activism

⁷⁶ <https://osvita.diia.gov.ua/courses/digital-signature>



Final pitching of the “Local Innovation Laboratory” project, aimed at promoting the use of innovative approaches and tools in local development.

Photo credit: Antonina Poluhina / UNDP in Ukraine

provide opportunities for people from remote villages to enhance their capacities in civic activism, providing them with access to decision-making at the local level and the ability to participate in community life. With the active involvement of local community leaders, the centres also become methodological and educational platforms for the creation of new CSOs in these locations.

Furthermore, the Project launched a capacity-building programme called “Local Innovation Laboratory” aimed at promoting the use of innovative approaches and tools in local development⁷⁷.

The laboratory’s activities were focused on awareness raising and capacity building of civic activists so that they can use effectively innovative methodologies and tools – such as design thinking, user research,

crowdsourcing and experimentation – to implement innovative and practical solutions for community development, based on the participatory approach. Overall, 96 (78 women) from the target communities formed 12 teams (seven from Donetsk Oblast and five from Luhansk Oblast), and 40 participants (34 women) underwent a two-day training session on innovative ecosystems for community development.

As a result, the participants developed 12 projects which were presented at the final pitching event that took place on 3 December 2021 in Kramatorsk, Donetsk Oblast. The developed initiatives will be further supported through the Project’s SGF. Notably, this activity has supported local NGOs and CSWGs in finding new solutions to address pressing security and development issues in the local communities through active civic engagement and co-creation.

77 This activity was co-funded by the EU and the Government of the Netherlands.

Through its extensive expert support, the Project facilitated establishment of the Association of CSOs of Luhansk Oblast and the development of a roadmap of the organization. The Association of CSOs is to be an effective mechanism for strengthening the role of the public sector in Luhansk Oblast. It can help create new CSOs in the region, and strengthen the capacities and improve the work of existing ones.

The association will enhance the influence of the public sector of Luhansk Oblast through ensuring broad participation in the decision-making at the regional level, and by boosting the advocacy-based activities of civil society in the oblast. To further develop the capacity of the Association, the Project provided the organization with the necessary equipment (laptop, video projector and screen) to conduct online meetings with all its members to shape the internal policies of the association.

The 25-member (21 women) association is a platform for mutual learning and the exchange of knowledge and experience between CSOs and institutions involved in the development and implementation of local policies, programmes and projects. In addition, the association has continuously improved the quality, efficiency, productivity and impact of its available resources to support Luhansk Oblast's citizens and the sustainable development of the region.

The participatory budgeting is one of the decision-making tools through which citizens discuss and influence the allocation of budget funds, engage in interaction and cooperation with local authorities, and are directly involved in the further implementation of initiatives. The Project has supported eight target communities in Donetsk and Luhansk oblasts that decided to pilot a participatory budget mechanism which will allow community members to be involved in the decision-making process and have a say in the distribution of public resources. As an initial step, a series of online capacity-building events on the key stages of the participatory budget implementation, specifics of writing projects for the participatory budget competition and its further effective implementation were organized. Overall, 190 (175 women) representatives of local authorities, civil society activists and community members increased their knowledge in project development and management, awareness-raising and the promotion of community initiatives and organization of public voting. Subsequently, 73 projects were submitted in eight target communities, for which a total of 7,812 people voted, and 37 projects were supported (21 to be financed within the local budgets and 16 within the Project's SGF). In addition, a brochure with practical advice and step-by-step instructions for the development of participatory budget projects was created. The brochure provides guidelines to representatives of local authorities and CSOs, potential project authors, active citizens, and anyone with a stake in the development of their communities, and gives examples of initiatives successfully implemented in Donetsk and Luhansk oblasts (*Annex 23*).

Activity 4.2.2. To develop CSOs and CSWGs' competence to monitor the fulfilment of local development projects and strategies in relation to community security, access to justice and social cohesion.

The Project placed great attention to the development of competencies and skills of the CSWG members to enhance their advocacy work, interaction with representatives of local authorities, CSOs and other stakeholders, and communicating results and

73

projects were supported in 8 target communities

for which a total of 7,812 people voted

16
financed within the project's SGF



21
financed within the local budgets

achievement. During the implementation period, 208 (156 women) representatives of the Project's target communities participated in a basic two-week communication course on storytelling practices and skills, illustrating qualitative changes in their communities through copywriting and engaging their audience. As a result, 45 CSWG activists successfully passed the course and mastered story visualization skills, video recording and editing, use of cloud services and shared tools for work. Notably, using the newly acquired skills, the representatives of seven target communities created their first Facebook pages and designed them accordingly. In addition, over 40 stories about various activities of the working groups and 40 videos illustrating life in their communities were produced by the participants. Moreover, in July 2021, 35 (21 women) representatives of the NGOs that joined the Network took part in a five-day study tour to Kropyvnytskyi. The study tour included meetings with the local authorities, and experience exchanges with local NGOs, TV channels and newspaper offices, etc. Based on the experience gained during the study tour, the participants undertook some communications activities in their communities in Donetsk and Luhansk oblasts. For instance, a YouTube channel for CSOs of eastern Ukraine called "Spilnobachennya" ("Joint Vision") was created to share the best practices and success stories of civic initiatives implemented in eastern Ukraine. Another example is a collaboration of public reporters from eastern Ukraine with a weekly newspaper called "Narodne Slovo" ("The People's Word"), which has a regular column on veterans' activities, to share positive experiences of NGOs in Donetsk and Luhansk oblasts with their colleagues and general audience in Kropyvnytskyi.

Furthermore, 20 community leaders from Soledar, Siversk (Donetsk Oblast) and Novoaidar, Troitske (Luhansk Oblast) learned to analyse security risks in their communities, studies approaches to building a safe community strategy and gained skills in advocating for security initiatives During two three-day training sessions. Using the knowledge received, local programmes and plans on community security and civil protection were prepared by CSWG members in

each of the four communities, facilitating a subsequent allocation of funds from the local budgets, for the implementation of community security and social cohesion initiatives.

To consolidate the experience and best practices of the pilot communities in implementing methodology to monitor local budgets and programmes, the Project developed a dedicated manual for local activists and CSWG members (*Annex 24*). The manual helps activists and CSWG members assess the current state of the community budget process and the effectiveness of targeted programmes and improve the capacity of local governments in the target communities to increase efficiency and transparency in budget planning and implementation with regard to public safety, access to justice, and social cohesion. The toolkit was piloted in six communities of Donetsk and Luhansk oblasts⁷⁸ where representatives of the local CSOs and CSWG activists applied the monitoring methodology to conduct tracking of local government expenditures and impact measurement in terms of performance-based local budget changes in their communities. Upon completion of additional training on strategic advocacy and partnership building, the participants developed their advocacy plans to influence each stage of the budget cycle towards more and better spending on community security, access to justice and social cohesion in their communities.

One of the steps towards enhancing communities' interaction with local authorities and participation in decision-making, is applying various electronic participation tools using the latest digital technologies. To this end, expert support was provided in carrying out an in-depth analysis of the websites of 19 targeted communities of Donetsk and Luhansk oblasts on the availability of the major e-participation tools allowing citizens to interact with community authorities and take active part in local decision-making. Based on the assessment of the available web-services, 19 roadmaps were elaborated, incorporating recommendations and strategies for the development of e-participation for each community in the short and medium-term.

78 Druzhkivka, Slovyansk, Myrnohrad, Kreminna, Novoaidar, Bilovodsk.



Participants of the Fundraising Challenge, held on 6 August 2021 in Sviatohirsk.
Photo credit: International Agency of Change

Furthermore, the Electronic Citizen Assembly – a new form of e-participation – could bring the authorities and the public closer at the regional level. The main goal of the e-Assembly is to create a representative body in each oblast that will work as an additional channel for monitoring public opinion and conducting regular public consultations on the most important issues for residents of the region. This type of consultation could complement other dialogue mechanisms, such as those available on the national E-dem platform, and the Public Council mechanism. Importantly, it will allow to engage all the community members, including vulnerable groups and people living in remote rural areas, into the decision-making process. To introduce this pilot mechanism, the representatives of the Luhansk CSWG Network were engaged in the process of designing the Assembly's model and establishing cooperation with the Oblast Administration. Notably, with advocacy efforts from the CSWGs in Luhansk Oblast, the e-Assembly, which has been registered as an NGO, worked on engaging members of Luhansk Oblast communities.

Importantly, a memorandum between Citizens' Assembly and Luhansk Oblast Administration was signed and the agenda of the first pilot survey on humanitarian issues was drawn up.

During its implementation, the Project took notable steps towards empowering young people to promote a network for peacebuilding initiatives in the conflict-affected areas of eastern Ukraine. An innovative online platform, "FUNdraiser"⁷⁹, is available to help young people from the Project's target regions build fundraising strategies to implement community security and social cohesion initiatives at the local level⁸⁰. The platform contains a set of game tools and over 120 helpful educational and informational resources for young activists, youth organisations and other stakeholders. The first result of the work of the platform was the Fundraising Challenge. A total of 154 young people (112 girls) submitted applications via the FUNdraiser platform, and 25 project teams registered to raise money for their projects. At the final of the Fundraising Challenge, which

79 This activity is co-funded by the Government of the Netherlands.

80 FUNdraiser – YouTube channel. URL: <https://www.youtube.com/channel/UCd8KPTly0yGkMp5lqKOePxQ/videos>

was held on 6 August 2021 in Sviatohirsk, five winning teams out of 13 were selected to present their public safety and social cohesion initiatives. The winning projects were focused on the improvement of public spaces and landscaping of the village of Rozdolne, and to provide pre-owned laptops and computers for education to teachers and children from low-income families in Mariinka, both in Donetsk Oblast. These teams were provided with grant funding and mentorship support to implement their ideas.

In 2020, the UN RPP undertook the designing of the Community Security and Social Cohesion (CSSC) Capacity Assessment Methodology, which builds a community's capacities in participatory strategic planning and targeted budgeting in the field of community security. To support citizens in developing local security strategies and advocating for cohesive security initiatives based on the CSSC Capacity Assessment Methodology, 34 focus groups and 85 in-depth interviews were conducted by the Project (in total, 50 women and 35 men were interviewed)⁸¹. The results of the security assessments has been used in the development of local mid-term and long-term security programmes, which will lead to the sustainability and efficiency of community security activities.

The Project also piloted new tools and techniques to increase the capacities of local CSOs and engage local citizens, including vulnerable and marginalized groups, in the community development process. The approach of mobilization through gaming aims at involving young people in decision-making processes at the community level, promoting new approaches to solving problems that negatively affect community security and social cohesion and familiarize community members with such tool of citizen involvement as a CSWG. Thus, a prototype of the game for civic activists was tested in 11 target communities, among 90 local citizens (64 women), and a subsequent online survey of 222 CSWG members (177 women) was conducted to assess the use of gamification in the activities of community

leaders. Based on the feedback received, the final version of the game was completed and presented to the CSWG members in the target communities.

Ultimately, the Project has supported by the development of an online learning course called "Management of volunteers' programmes" and a ToT toolkit for building the capacities of high school professionals, youth workers and the staff of youth NGOs, to manage volunteer programmes in their communities of Donetsk and Luhansk oblast (*Annex 25*). As a result, 65 youth leaders and youth workers have successfully finished the online course and series of practical webinars (80% women). Moreover, 38 volunteers' programmes and initiatives have been developed, of which 19 have been supported and are being implemented in 16 communities in Donetsk and Luhansk oblasts. Overall, 633 young people have become the members of volunteers' groups (54% women). Information about successfully implemented volunteer initiatives are available in an online guide "Good stories. How volunteer programmes are being implemented". Among such projects are, for example, the "Tree House" creative workshop for children with disabilities in Kramatorsk, an online hub for volunteering in Sloviansk, a school for volunteers to work with children in conflict with the law in Sievierodonetsk, and a volunteer centre for supporting firefighters and environmental protection in Myrne.

Activity 4.2.3. To strengthen capacities of regional and local CSOs/CSWGs and other relevant regional and local actors to analyse specific factors and issues of division or social disconnectedness and prepare concept notes and strategies to address them.

The Project supported the engagement of persons with disabilities in local social activities and decision-making through the creation of a network of inclusive

81 In eight pilot target communities of Donetsk Oblast (GCA), in particular: Volnovakha CMA, Avdiivka CMA, Soledar ATC, Manhush ATC, Myrnohrad ATC, Sloviansk ATC, Vuhledar ATC, Svitlodarsk CMA, and nine pilot target communities of Luhansk Oblast (GCA), in particular: Popasna CMA, Zolote (Hirske CMA), Shchastia CMA, Stanitsa Luhanska Military Civil Administration, Milove ATC, Bilovodsk ATC, Lozno-Oleksandrivka ATC, Nyzhnia Duvanka ATC, and Krasnorichenske ATC.



advisors in eastern Ukraine. The network consists of 27 activists (23 women) who are either members of organizations of persons with disabilities, or who are willing to advocate for the rights of persons with disabilities and for inclusive society values in their communities. The members of the network regularly participate in conflict resolution activities related to the rights of persons with disabilities, providing recommendations to local self-government bodies on universal design principles⁸², conducting accessibility assessments of public places, monitoring local policies on social protection, etc. The network of inclusive advisors contributed to the development of a new Regional Target Programme called “Turbota”, aimed at extending social and legal support to vulnerable groups, including persons with disabilities. Moreover, substantial recommendations were provided to the Regional Strategy for Gender Equality and Regional Action Plans on the implementation of the National Action Plan on UNSCR 1325 Women, Peace and Security. The capacities of the network are being further developed through a comprehensive training course entitled “School of inclusive advisors”. In

addition, in coordination with the Department of Social Protection of Donetsk Oblast Administration, a series of monitoring visits to social infrastructure facilities was conducted in 10 target communities⁸³ of Donetsk Oblast. Based on the results of the visits, a list of recommendations was drawn up on possible joint actions with the local authorities and public facility employees to increase the level of inclusiveness of the community and certain of its facilities. As an outcome, the data from the monitoring report was used to form technical solutions for the coastal inclusive zone in Berdiansk and provided justifications for the need to acquire technical equipment for the Toretsk Territorial Centre for the Elderly and People with Disabilities, and for the procurement of equipment for other facilities.

Equal opportunities for different social groups, including children with special educational needs, constitute one of the pillars of a cohesive society. To study this issue thoroughly, comprehensive research of inclusive education and social services centres was conducted in Donetsk and Luhansk oblasts (*Annex 26*). According to the research, the most pressing issues faced by the

82 [Results of accessibility monitoring visits conducted by the network of inclusive advisors.](#)

83 Sviatohirsk, Svitlodarsk, Toretsk, Manhush, Kramatorsk, Kostiantynivka, Chasiv Yar, Novodonetsk, Udachne, and Mariupol.



Participants of the World Without Limits 2021 festival in Sievierodonetsk.
Photo credit: Oleksandr Simonenko / UNDP in Ukraine

system of inclusive education are the lack of specialists (rehabilitation therapists, visual and hearing impairment specialists, etc.) alongside with poor technical facilities of schools and inclusive resource centres. Considering the complexity of the process, communities require capacity-building support to properly plan and set up inclusive groups in local educational facilities. With this goal in view, the Project held two national roundtables with representatives of the Ministry of Education and Science of Ukraine, regional educational departments, schools, and kindergartens to identify the structure of guidelines, issues that need to be addressed, positive examples, etc. Based on the consultations conducted, two dedicated sets of guidelines on establishing inclusive groups at kindergartens and inclusive classes at schools were developed for the local authorities and managers of educational institutions in Donetsk and Luhansk oblasts (*Annex 27*).

As part of the work to promote the values of an inclusive society, the Project also supported a series of awareness-raising activities within the Eastern Inclusive Forum (Kharkiv, 26 September 2019), the online Life

without Barriers Forum (Sievierodonetsk, 4-5 December 2020) and the two World Without Limits Festivals (Kramatorsk and Sievierodonetsk, 12-16 May 2019, and Sievierodonetsk, 13-20 August 2021). The events, conducted in cooperation with the local authorities, were another step towards overcoming stereotypes in society about the lives of people with disabilities, and promoting an inclusive society, tolerance, dialogue and non-violent communication. In total, over 2,600 people visited the events, online and in-person.

The advocacy efforts of the network of inclusive advisors and awareness-raising activities such as the World Without Limits festival have contributed greatly to the development of an inclusive society. For example, during the festival in 2021 the allocation of new premises for a relocated regional children's rehabilitation centre was announced by representatives of the local authorities. Moreover, under a decision of the Ministry of Social Policy of Ukraine, the Donbas Rehabilitation Centre will receive additional staff (47 people) to organize the work of the children's rehabilitation department.

Sub-output 4.3. Strengthened civic activism and volunteering that effectively promote social cohesion and peacebuilding

Activity 4.3.1. To develop civic activism among young people.

In fostering civic activism, the Project specifically targeted the youth to become agents of change in their communities and play a lead role in rebuilding social ties and tolerance. In view of this, the Project conducted over 20 online and offline training sessions, promoting democratic mechanisms in schools and covering basics of project management for active students, representatives of school administrations and teachers responsible for developing schools' self-governance in 11 schools of Donetsk and Luhansk oblasts.

The participants were able to analyse school statutes and develop recommendations on how to delegate more responsibilities to self-governance systems in schools. Furthermore, to support school self-governance and youth initiatives, the Project facilitated the elaboration of 20 mini-initiatives, developed by the student groups in each school, allowing the students to apply in practice their newly acquired skills. Subsequently, 11 initiatives, varying from arranging free spaces at schools to establishing school radios, were supported in the framework of the SGF.

To support the development of methodological basis for the new mandatory course "Civic Education", introduced to the school curriculum in 2018, the Project facilitated the elaboration of a coursebook with detailed lesson plans for each chapter, developed by the teachers from Donetsk and Luhansk oblasts. The coursebook was then piloted in over 50 schools of Donetsk, Luhansk and Kyiv oblasts, finalized and sent to the Ministry of Education and Science for approval.

School parliaments and other forms of school self-governance could be an effective tool for engaging young people, building connections between them and local civil society organizations, promoting volunteerism, and developing project management

skills and teamwork. With this in view, the Project supported the development of a self-governance development programme called "School of Change", targeting school parliaments in 10 schools of Donetsk and Luhansk oblasts (five schools in each oblast). Overall, more than 200 adolescents (65% girls) improved their knowledge of democratic mechanisms, civic participation, leadership, and self-governance.

Over the course of the programme, the school team developed in total 20 projects, which were then put to the vote in the school. The 10 most popular initiatives, such as school radio, school video studio, sports equipment for aerobics classes, creation of public spaces for students at schools, etc., were later supported through the Project's SGF, benefitting a total of over 4,000 people.

As part of its comprehensive work towards creating a cohesive society, the Project took steps to promote ICT solutions in the education sphere. The restrictions imposed by the COVID-19 pandemic created significant barriers to accessing education for children, especially those from rural and remote areas.

Therefore, to support school digitalization in Donetsk and Luhansk oblast, the Project provided computer equipment to three schools in rural settlements in Donetsk Oblast (Valerianivske, in Volnovakha raion) and Luhansk Oblast (Shchastia and Krasnorichenske).

The equipment (notebooks, computers, interactive boards, projectors, etc) benefitted more than 1,000 school students (including 200 from NGCAs) and some 50 teachers by increasing their access to education and communication, in spite of the quarantine restrictions, through the implementation of IT solutions. Notably, students and teachers at the supported schools are actively promoting environmental values by completely giving up the use of paper-based class journals and diaries.



Public debates event for young people, organized by the network of “Ambassadors of Peace”.
Photo credit: Oleksandr Simonenko / UNDP Ukraine

Activity 4.3.2. To support the activities of social, cultural, volunteer networks and informal interest groups at the community level.

The Project further contributed to peacebuilding and improving social cohesion through engaging conflict-affected young people in local educational and capacity-building initiatives of the network of “Ambassadors of Peace”.⁸⁴ During 2019-2021, 190 events were held by the network in the communities of Donetsk and Luhansk oblasts. Over 15,000 young people (61% girls) took part in these events, among which were the Laboratory of Ambassadors for Peace on Conflict Transformation, the Laboratory of Tolerance, the dialogue action “Culture of peace as the basis for the development of civil society in Ukraine”, the Peace Workshop for Children, the Debate4HumanRights, “Youth Human Rights and COVID-19” short training sessions, and more. During these events, participants increased their understanding and awareness of issues of non-violent communication, dialogue facilitation, inclusion, volunteering, development of tolerance, promoting sustainable development and the SDGs, gender equality, climate change prevention, and other issues. A dedicated booklet was created to summarise the experience of the network and consolidate best practices of the activity of Ambassadors of Peace. The booklet includes the history of the creation and development of the net-

work, and describes the principles, goals and success stories of network members in Donetsk and Luhansk oblasts (*Annex 28*).

Notably, the members of the network are determined to further develop their activity in Donetsk and Luhansk oblasts, as well as to share their experience and best practices with other communities throughout Ukraine. In addition, the ambassadors plan to expand their activities and thematic areas, taking into account the new needs of community members and responding to the current crisis. It is also planned to further support the organizational development of the NGO “Ambassadors of Peace”, in particular with the elaboration of a network development strategy. The ambassadors also plan to be actively involved in the development of local policies and programmes aimed at strengthening social cohesion, peacebuilding and promoting sustainable development, gender equality and tolerance in the conflict-affected communities.

Furthermore, the Project, in partnership with national NGO “Ukrainian Library Association”, developed a capacity-building programme for 10 library networks of Donetsk and Luhansk oblasts⁸⁵. The programme included online training sessions for librarians on modern concepts of librarianship, advocacy and elaboration of development strategies for libraries. Furthermore, the libraries established partnerships with local CSOs, held

84 This activity is co-funded by the EU and the Government of the Netherlands.

85 Kramatorsk, Volnovakha, Soledar, Dobropillia, Siversk, Stanytsia Luhanska, Lysychansk, Popasna, Troitske, Novoaidar.



A discussion about social cohesion and cultural life in communities along the 'contact line' held in Druzhba, Donetsk Oblast.
Photo credit: Oleksandr Simonenko / UNDP in Ukraine

community roundtables and drafted development strategies for the next 3 years of their work. Moreover, each library also designed and implemented a new service (psychological support for the elderly, quest labs for children, sport areas, historic city tours, etc.) for its clients, based on the consultations with CSOs and regular visitors. In addition, the Project supported the development of an online course “Libraries’ Role in Achieving the SDGs” for personnel of libraries to promote the SDGs implementation in their communities⁸⁶.

In August-September 2021 four discussions on social cohesion and cultural life in communities along the ‘contact line’ were held – in Verkhniotoretske and Druzhba in Donetsk Oblast, and in Hirske and Shchastia in Luhansk Oblast.

The objective of the discussions was to advocate for and promote initiatives aimed at developing cultural inclusion, taking into account the needs of young people, the elderly and persons with disabilities. During the event, cultural workers from other communities

in Donetsk and Luhansk oblasts as well as ones from Kyiv, shared their experience and vision with the local authorities and community members about how to increase social cohesion in local settlements through various arts, theatre, music and other cultural activities. In addition, a theatrical performance “A night on the meadow” by the Luhansk Oblast Music Drama Theatre was put on for all the citizens of the four settlements to highlight that theatre and culture in general should be accessible to all people regardless of age, disability, or place of residence.

Activity 4.3.3. To train CSOs to report, in a clear and effective manner, to local governance institutions, service providers and community members on their activities, funding levels and results achieved.

The Assessment of institutional capacities of CSOs of Donetsk and Luhansk oblasts, conducted in 2019, showed that the CSOs of Donetsk and Luhansk

86 <https://vumonline.ua/course/libraries-in-achieving-sustainable-development-goals/>

oblast had weak knowledge and skills in using tools for effective communication of their activities, and most of them did not have communication strategies at all. In this regard, the Project conducted ToT for 15 representatives of local CSOs on development of communication strategies. Upon completion of several stages of learning, the participants passed the final examination and became trainers for their communities. Moreover, 15 quality communication strategies were developed to strengthen work of the CSOs engaged.

Based on the results of the assessment of vulnerable groups in the settlements along the ‘contact line’, conducted in late 2019, the work was carried out to identify socially active residents, unite them into initiative groups, and build their capacities through a number of trainings, workshops and dialogues. As a result, the Project facilitated establishment of 10 CSOs in the communities located close to the ‘contact line’ in Donetsk and Luhansk oblasts. Further, it is planned to create a network of such CSOs to strengthen civic engagement in communities along the “contact line”.

In addition, with the support from the Project, three CSOs were established by parents of children affected by autism. At the same time, members of these organizations required special training support. Thus, the Project held 3 dedicated training sessions for 18 mothers, who enhanced their skills on the following issues:

- Mom therapy. Non-violent communication skills.
- Kinesiology in the correction of child speech disorders.
- Natural stimulation of the speech development of a child with autism.

Moreover, 148 (139 women) representatives of rehabilitation centres and specialized CSOs took part in the International Conference on Autism, during which participants exchanged experience in resolving local problems, conducting lobbying campaigns, and getting together with similar organizations to plan joint projects to support parents with children with autism. In addition, the CSOs from the target communities were provided with grant support to implement 6 mini-

initiatives, among which were a hippotherapy session for children with autism, sports events, culinary classes, and the development of a learning game for speech therapy.

Activity 4.3.4. To organise and carry out regular regional and local consultations on social cohesion with the Social Cohesion Advisory Groups in GCA of Donetsk and Luhansk oblasts, and prepare and publish regular analytical reports.

The Project rendered its constant support the work of the Advisory Council on Social Cohesion, which promotes in-depth engagement and collaboration between CSOs, local authorities and law enforcement bodies to promote peacebuilding and social cohesion in Donetsk and Luhansk oblasts. The members of the Advisory Council include local activists, community leaders, representatives of CSOs who received extensive capacity-building support from the Project and have been regularly developing recommendations to boost social cohesion in conflict-affected communities. The 33 (19 women) members of the Advisory Council participated regularly in informational and capacity-building events, studies, the development of analytical documents and recommendations, and public discussions about various policies, strategies, and programmes. The following activities were implemented with the support of the Advisory Council:

- Analysis of eight regional and 20 local programmes in Donetsk and Luhansk oblasts in the field of youth, social, cultural and communications policy.
- Organization of more than 20 public discussions about programmes and strategies at various levels with the participation of members of the Advisory Groups, including the Strategy of Ukraine’s independence, the Strategy of Gender Equality of Ukraine, and the Regulation on the development of new digital tools (IncNet – an emergency notification system for dealing with conflicts, and INCMONITOR – an electronic public monitoring and rating system on the availability of popular institutions, etc.).

In line with the recommendations of the Advisory Council and the network of mediators, the Project supported the implementation of an innovative “Geoinformation System for Monitoring, Analysis, Evaluation and Resolution of Conflicts” in the communities of Donetsk and Luhansk Oblast⁸⁷. The [platform](#) allows residents of the target region to submit potential conflict situations and to seek further resolution with the support from the conflict analysts and conflict mediators. The platform also presents visual data about the number and geography of the identified cases as well as the main categories of the conflicts. In total, 41 conflict analysts (29 women) and 36 mediators (27 women) from Donetsk, Luhansk and Zaporizhzhia oblasts have been engaged in the work of the Geoinformation System. Among these experts are local civic activists, including representatives of vulnerable groups, sociologists, employees of the local authorities, etc. The analysts and mediators of the Geoinformation System undergo constant training, which includes basic learning, skills testing and additional capacity-building activities, under the following broad topics:

- Peaceful methods of conflict resolution: mediation, negotiations and dialogue (conflict identification and analysis; negotiations and mediation; dialogue process, etc.).

- Geoinformation system as a mediation tool (dialogue process, roles of mediators and facilitators; instruments of the system to be used in a dialogue process and mediation).

In total, 154 cases and 181 issues, which could potentially escalate into conflicts, were mapped on the website and analysed. In 2021, the system’s experts analysed 86 conflicts, prepared 80 expert conclusions, and organized 42 dialogue events and 20 expert meetings, which were attended by 462 persons (304 women). Notably, 87 conflicts were resolved through the system in 2021. Most of the conflicts related to housing services, municipal property, environmental issues, and infrastructure. In addition, the platform also showcases best practices of the work of the Geoinformation system on conflict resolution. Among them are, for example, ensuring sustainable water supply in Chernihiv community of Zaporizhzhia Oblast, landfill cleaning in Illinivka community of Donetsk Oblast or settling issues regarding the construction of the regional hospital in Sievierodonetsk, Luhansk Oblast. The above-mentioned issues have been resolved through mediation and dialogue process with all the stakeholders and with the support of the experts of the Geoinformation System.

Sub-output 4.4. Strengthened capacities of regional and local mass media, and enhanced policy making for conflict affected regions

Activity 4.4.1. To design and deliver dedicated capacity building events to regional and local mass media representatives

A lack of independent media and quality analytical content can lead to public mistrust and low confidence in the local authorities’ activities. To address this issue, the project organized a media school called “New Media Instruments to Shape the Public Dialogue and

Social Processes” for 56 journalists from both Donetsk and Luhansk oblasts.

The school received highly positive feedback from the participants, who increased their practical skills and knowledge in the following key areas:

- The role of the media in enhancing social cohesion and respect for diversity.
- Theories, practical ways and techniques of developing “socially useful public content”.

87 This activity is co-funded by the EU and the Government of the Netherlands.

- Developing high-quality journalistic materials and editorial policies.
- Launching successful video and photo content, practical sessions.
- Theories and practice for successful interviews, practical exercises.

Furthermore, the Project supported local authorities and civic activists in eastern Ukraine in creating conditions for raising the quality of media content about the cultural and social life of their communities through organising independent community-based newsrooms, bloggers, websites, and YouTube channels. With active support from CSWGs, 10 mini-projects were developed by local active community journalists in nine target communities in Donetsk and Luhansk oblasts⁸⁸. As part of these projects, weekly videos about news and events were created and broadcasted, in particular, to publicise the activities of various local institutions, and to create and disseminate quality media content on human and civil rights protection through several accessible websites. Moreover, 25 participants (17 women) from the nine target communities enhanced their knowledge about basic concepts of community journalism during the learning sessions conducted by six trainers from national-level media.

A training programme and a virtual newsroom was created for school media of four schools in three communities of Donetsk Oblast⁸⁹. The programme aimed at equipping students with better writing, reporting and analytical skills, providing information on articles structure, journalist standards, etc. Both school media supervisors and students were involved in the programme to ensure sustainability of the project and its replication in the future. As a result, 29 youth journalists and eight teachers were trained and supervised in preparing further media materials. Moreover, a set of equipment for school media offices, namely video cameras, microphones and computers and software for video editing, was procured for each of the schools participating in the project. The equipment

allowed for creating more professional school media materials which will raise interest among other students. In addition, guidelines on capacity building for school media groups were developed with support from the Project (*Annex 29*).

In addition, an innovative project called “Mobile Media Centre” was launched to provide young people with theoretical and practical tools for working with journalists. In total, during April-June 2021, 60 (36 girls) young people from six communities in Donetsk Oblast⁹⁰ increased their knowledge about shooting, editing, and directing videos; media literacy and professional journalistic ethics; radio broadcasting, speaking skills; photo reporting, and the basics of taking quality photographs. The learning sessions, which were conducted at youth community centres, were followed by practical exercises at which participants developed media stories that highlighted events and issues in their communities. Overall, with methodological support recommendations from the team of mentors, 24 media mini-initiatives were implemented by the participants. In addition, sets of equipment for local media offices, namely video cameras, microphones, computers, and software for video editing, were supplied. The equipment allowed more professional and high-quality media content to be created, which will raise interest among other young activists.

Activity 4.4.2. To cooperate with the Kramatorsk Anti-Crisis Media Centre in the production of a series of blogs focused on issues of IDPs and citizens residing in NGCA and contribute to the Donbass Media Forum

The Project supported the conduct of the 5th Donbass Media Forum, that took place on 5-6 September 2019 in Kharkiv. The forum drew large-scale interest among media professionals, international donor community, national and regional authorities and featured participation of more than 600 persons. The

88 Four in Luhansk Oblast – Novoaidar, Sievierodonetsk, Milove, and Krasnorichenske, and five in Donetsk Oblast – Druzhkivka, Vuhledar, Sartana, Pokrovsk, and Kramatorsk.

89 Mykoliavka, Pokrovsk (2 schools) and Sloviansk.

90 Avdiivka, Toretsk, Dobropillia, Krasnohorivka, Pokrovsk, and Kramatorsk.



The Fifth Donbass Media Forum, Kharkiv, 5-6 September 2019.
Photo credit: Olena Novobranets / UNDP in Ukraine.

event was dedicated to the discussion of informational policies in the context of the ongoing conflict, ways and mechanisms to prevent manipulations in the media, enhance the role of the journalists to play an even more essential role in formulating public vision, the place of social networks. The participants noted that the region is still predominantly portrayed by the national media sources in the context of the conflict despite the progress made with regards to fostering decentralization reform process, improvement of public service delivery, enhanced access of community residents to legal aid, closer engagement of the communities with the authorities and others. In addressing this issue, representatives from the national media agreed to re-shift their content with regards to development in eastern Ukraine and portray more everyday lives of people, who despite the odds continue to live and work in their communities.

During the project implementation period, a partnership was established with the Kramatorsk Anti-Crisis Media Centre, as well as with five more local media (namely, the Eastern Variant, Bakhmut Fortress, the Agency for Media Growth, the Media Space Ukraine and the Svatove.City) under the small grants programme for the production of articles featuring the stories of conflict-affected people and communities. With the support provided, the Project helped boost the capacities of local media, which will allow them to disseminate positive stories about the conflict-affected people and the changes occurring in their communities, reaching out to wider audiences, and creating a positive image of the region. So far, the aforementioned media are regularly releasing various materials showcasing not only the work done under the UN RPP⁹¹, but also showing the progress made by conflict-affected communities on their websites and social media platforms. The part-

91 <https://acmc.ua/svoji-sheryfy-yak-na-shodi-ukrayiny-zyavylsya-policzejski-oficzery-gromady/>
<https://acmc.ua/yak-na-shodi-ukrayiny-byudzhet-uchasti-pokrashhuye-zhyttya-v-gromadah/>
<https://troyitske.city/articles/167113/troickij-ritmiks-dovodit-scho-povazhnij-vik-ce-novi-mozhливosti-dlya-osobistogo-rozvitku>
<https://v-variant.com.ua/uk/article/mriya-slavyansk/>
<https://v-variant.com.ua/uk/article/dostupnyy-slavyansk/>
<https://acmc.ua/pochuvaty-sebe-zahyshhenymy-yak-na-donechchyni-funkcionuyut-czentry-bezpeky/>



Journalists visiting conflict-affected areas of eastern Ukraine in 2019.
Photo credits: Oleksandr Symonenko / UNDP in Ukraine

nerships with the six media outlets helped not only develop their capacities but also served as an illustrative example for other media platforms in the region, so that they can replicate this format as well.

Moreover, the Project launched a training programme for journalists and civil society activists from Donetsk and Luhansk oblasts. In the framework of this programme, a total of 60 participants, under the guidance of six experienced media trainers, underwent eight training sessions, during which they gained up-to-date skills for working with information and producing quality materials.

Activity 4.4.3. To organise exchange visits for journalists and bloggers from different regions of Ukraine to Donetsk and Luhansk regions.

The population in Donetsk and Luhansk oblasts often lack information about positive developments and

news in their communities. Generally, the population is rather sceptical about the information they receive from the media and is often frustrated by the negative reporting of the region⁹². The image of Donetsk and Luhansk oblasts portrayed in the media is often one of a depressed industrial region associated with the ongoing armed conflict. Therefore, the Project aimed to develop local media and producing positive narratives about region. With this goal in view, the Project supported the creation of a travel blog “EastNow” – a joint project of the UN RPP and FILM.UA Group⁹³. As a result, two videos describing the tourism potential of Donetsk and Luhansk oblasts and focusing on positive changes and realities of life in eastern Ukraine were produced and further broadcasted on national and regional TV channels, reaching more than 19,000 people⁹⁴.

Journalists and bloggers have a powerful public voice to change this situation for the better and promote positive narratives about the region that go beyond

92 Research report “Media Consumption and Assessment of Social and Political Processes in Ukraine by the Residents of Eastern Regions”, USAID, 2018 <https://detector.media/infospace/article/136753/2018-04-19-mediaspozhyvannya-ta-otsinka-suspilno-politichnikh-protsesiv-v-ukraini-meshkantsyami-skhidnikh-oblastei/>

93 This activity was co-funded by the EU.

94 [EastNow – Donetsk Oblast](#), [EastNow – Luhansk Oblast](#)

the conflict. Thus, the Project facilitated the exchange visits by journalists and bloggers from other oblasts of the country to eastern Ukraine, so that they can see the many positive developments and advances being made in the region.

In 2019, 25 journalists from different regions of Ukraine visited the conflict-affected communities of Donetsk and Luhansk oblasts to get a direct exposure to developments on the ground. The visit served as an opportunity for journalists to see that despite the ongoing conflict, there are many positive developments that should be communicated to other parts of Ukraine. The participants visited the city of Kramatorsk in Donetsk Oblast and met with representatives of small and medium-sized enterprises, including 3DFarm, creative public space FreeUA, supported by the UN RPP as part of its economic recovery component. The participants also visited the Project's other targeted communities, namely Bakhmut, Lysychansk, Sievierodonetsk as well as Toretsk, to familiarise themselves with community-driven projects in various areas, including peacebuilding, dialogue with the local authorities, inclusive development, access to justice. As a follow up to these visits, the journalists developed and disseminated news, blogs, reportages, human stories in their respective media channels.

Moreover, during 24 November – 2 December 2021, 15 journalists from different regions of Ukraine visited Donetsk and Luhansk oblasts to learn about best practices of cooperation of local self-government bodies, civil society and business in the communities located close to the 'contact line'. The participants visited 13 partner communities⁹⁵ where they were introduced to the work of the CSWGs and the Network of Ambassadors of Peace, implementation of community development projects and successful cooperation between civil society, business and the local authorities to ensure the sustainability of the joint initiatives. Moreover, the visit provided an opportunity to establishing partnership between the journalistic community of different regions of Ukraine. The event helped not only advance the positive image of the

conflict-affected region, but also create a solid network of journalists from across Ukraine, strengthening sustainable partnerships among media outlets. This activity will also help amplify the voices of those who need the support of the public and will better articulate the needs of vulnerable groups in conflict-affected communities, helping to map out the most affected areas.

Activity 4.4.4. To support the design and implementation of relevant national and regional policies and action plans.

The digital transformation and the rapid development of science and technology determine qualitatively new approaches to the organization of the education processes. At the same time there is a growing demand in the labour market for specialists in such spheres as engineering, medicine, environment, IT, pharmaceuticals industry, nanotechnology, aircraft construction and others. Therefore, the Project facilitates the introduction of innovative quality education services in Donetsk and Luhansk oblasts. To this end, the first regional strategy for developing STEAM (Science, Technology, Engineering, Arts, Mathematics) education of Donetsk Oblasts was prepared with the support from the Project and broad participation of civil society and experts (*Annex 30*). STEAM is a multidisciplinary approach to scientific disciplines which allows for the development of project management, creativity, teamwork and hard skills among youth. Moreover, the Project facilitated the creation of the first regional STEAM centre in Kramatorsk, Donetsk Oblast. The centre can be used for training of over 150 teachers from Donetsk Oblast each year on how to integrate STEAM approaches to their curricula, and will also be used for extracurricular activities for local youth. The Project provided the centre with the necessary furniture and equipment (computers, robotics kits, video and audio equipment for recording of interactive lessons, physics, chemistry, biology and geography labs equipment) for its operation.

95 Mariupol, Volnovakha, Avdiivka, Kostiantynivka, Bakhmut, Soledar, New York (former Novgorodske), Sievierodonetsk, Popasna, Stanytsia Luhanska, Svatove, Shchastia, Sloviansk.

Supporting inclusive, effective, well-coordinated and sustainable associations of civil society organizations helps ensure there is meaningful civil society engagement, with a wide range of actors at the local level, providing citizen-driven solutions with long-lasting effects. In this regard, comprehensive support was provided to the Association of NGOs of Luhansk Oblast in organizational development and internal policymaking. Using an online survey, an expert assessment was conducted on the level of organizational development of the newly created association. The assessment identified capacity gaps and outlined required interventions to strengthen the institutional development of the organization. To this end, the Project engaged 27 representatives of public organizations from Luhansk Oblast (23 women) in

developing the policy package of the newly established association. In total, five online and in-person strategic sessions, a presentation, and a training session were held to shape the common vision, goals and priorities of the organization. As a result, the Development Strategy of the Association for 2022-2025, an Implementation Plan, a Conflict of Interest Policy and Finance Regulations were duly designed and presented.

With the support provided, the Association consolidated its organizational structure and consequently be better placed to boost the influence of the region's civil society institutions, which represent a collective voice at the grassroots level, and to contribute to creating new and enhancing existing linkages between diverse CSOs and local institutions.

The project's small grants programme to support community-based initiatives

During the course of its implementation, the Project implemented the small grants scheme as an effective instrument for engaging and empowering local communities to participate in their own development, through supporting local initiatives aimed at enhancing security and social cohesion. In total, 189 community-based initiatives were supported by the SGF, covering a wide range of thematic areas and benefitting over 203,500 (57% women) people (*Annex 20 – List of projects supported within the SGF*).

A separate grant was received by the NGO “Volunteer” All-Ukrainian Civic Centre for the management of volunteer programmes. Another project was supported to implement an innovative solution – the development of a mobile app “Smart City” for communities of Druzhkivka, Sloviansk, Toretsk and Vuhledar – to help citizens promptly receive information about important events happening in their communities, including from city officials or utility companies, as well as citizens to contact the mayor or deputy, send a request for public information, support a petition, or vote for a project in the local budget.

Moreover, the Project has supported 117 civil society mini-initiatives in Donetsk and Luhansk oblasts, to strengthen humanitarian-development nexus work, social cohesion and community security, support youth and volunteering projects, enhance gender equality in conflict-affected communities. Mini-initiatives are used to mobilize communities where the public sector is underrepresented or when an initiative group is formed and works on its challenge; however, it has not yet reached the stage of creating a CSO, and this instrument has proved itself to be useful and effective in providing a quick response to challenges arising from COVID-19. In total, over 124,500 direct beneficiaries, including at least 53% women, have been reached by activities implemented through the mini-initiative mechanism (*Annex 31 – List of the supported mini-initiatives*).

The numbers and thematic areas of the supported projects were:



Lessons learned

1. Analysis of the implementation of decentralisation reform in eastern Ukraine has shown that the recently amalgamated communities lack experience and capacity to adequately enhance local governance compared to communities that were amalgamated at the beginning of the reform in 2015. At the same time, the latter can share their knowledge and best practices with the newly created communities. Inter-municipal cooperation should therefore become an important tool for experience sharing and serve as a basis for the creation of various inter-municipal institutions.
2. Synergies among communities should be further encouraged through study visits and exchanges of best practices. Community members as well as representatives of local authorities learn better from their peers and can make use of the experience and advice of their neighbours, who face similar problems in comparable contexts.
3. Enhanced communication, cooperation and partnership between local authorities and communities should continue to be fostered via the established dialogue platforms and formats such as PCs, CSWGs, Public Platforms Influencing Decision-Making, and other dialogue meetings. These mechanisms proved to be effective and sustainable to mobilize community members to address the most pressing security issues in their settlements. The dialogue platforms will enable the local decision-makers to capture the different need of all community members, including from vulnerable groups, and to tailor the response to the flagged community issues in the local policies, making them more gender-responsive and inclusive.
4. The 30 community profiles developed by the CSWGs on a participatory basis have already enabled civil society activists in Donetsk and Luhansk oblasts to advocate for and adopt solutions for the most pressing security issues identified in their community. The summarized experience and best practices on community profiling will be specifically important for the implementation of the future UN RPP activities in transit and host communities in other regions of Ukraine to mobilize the war-affected population there.
5. Access to justice in remote settlements reduced significantly, especially in the context of the ongoing war. In view of this, the respective interventions should be performed, including technical assistance, to enable FLAS lawyers to render their services to all conflict-affected people, including via digital communication means, reaching the most vulnerable women and men.
6. While implementing its initiatives, the UN RPP should focus on the preventive kind of activities as well (during and after the war). This will allow, for example, to avoid the situation of data and case materials loss, as well as ensure the prompt deployment in the context of mass evacuation of the local authorities.

7. The ongoing crisis is revealing further exacerbation of gender inequities, particularly among women facing multiple forms of discrimination. According to a Rapid Gender Analysis by UN Women and CARE⁹⁶, the GBV threat – including conflict-related sexual violence, sexual exploitation and abuse and human trafficking – has risen exponentially since the war began. In this regard, a multi-sectoral coordinated response to GBV needs to be strengthened, especially in small communities. The representatives of the key GBV response actors require regular capacity building support to increase their knowledge on GBV standards and overcome gender stereotypes.
8. An analysis of environmental risks in the heavily industrialised Donetsk and Luhansk oblasts, and the process of developing ways to reduced them – including the analysis of indicators of mining enterprise activity and their influence on the environment – has revealed the need for further support for disaster risk reduction activities. Such a requirement is also confirmed by reports of anthropogenic earthquakes occurring in the region in recent years.
9. Numerous online and digital solutions developed with the Project’s support to address the negative impact of the COVID-19 pandemic, including the “eCourt” app, the upgraded website of the Coordination Centre for Free Legal Aid, the “FUNdraiser” platform, and others, continued to be operational even in the situation of a large-scale military invasion. Due to these tools, many war-affected women and men, including those living in the temporarily occupied territories or close to the frontline, were able to obtain timely information and critical public services. As the digital skills gap might prevent the most vulnerable (women facing multiple forms of discrimination, the elderly, and persons with disabilities) from benefitting from these digital and online services, the Programme will continue investing in building the capacities of local actors to provide quality information services to their customers, as well as experimenting with new forms of capacity development for increased digital literacy among the war-affected populations.
10. Significant informational and educational activities are also important in raising the awareness of local citizens, first of all, about the existence of e-democracy tools, as well as the opportunities and methods for using them. It is therefore important to educate citizens through webinars, training, and distance learning courses to develop the skills needed to use electronic tools, as well as enhance the general digital skills and competences of community members.

96 <https://www.unwomen.org/en/digital-library/publications/2022/05/rapid-gender-analysis-of-ukraine>

ANNEX 1

Results Framework

**OF THE “GOOD GOVERNANCE AND
CITIZENS ENGAGEMENT FOR JUSTICE,
SECURITY, ENVIRONMENTAL PROTECTION
AND SOCIAL COHESION IN EASTERN
UKRAINE” PROJECT**

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
Output 1. Capable, inclusive and accountable local governance institutions contribute to conflict risks mitigation and peacebuilding (in territories covered by the Project in Donetsk and Luhansk oblasts)											
1.1. Increased percentage of residents of Donetsk and Luhansk oblasts, who actively participate in civic activities	14% [2017] – Donetsk Oblast	16% – Donetsk Oblast	24% – Donetsk Oblast	16% – Donetsk Oblast	24% – Donetsk Oblast	27% – Donetsk Oblast	28% – Donetsk Oblast	30% – Donetsk Oblast	28% – Donetsk Oblast	SCORE	According to SCORE (2021), 28% of residents of Donetsk and Luhansk oblasts actively participate in civic activities such as events organized by local authorities or NGOs, signing petitions, volunteering, or donating money and other resources for good causes, and participating in demonstrations.
	20% [2017] – Luhansk Oblast	22% – Luhansk Oblast	28% – Luhansk Oblast	25% – Luhansk Oblast	28% – Luhansk Oblast	27% – Luhansk Oblast	28% – Luhansk Oblast	30% – Luhansk Oblast	28% – Luhansk Oblast		
1.2. Percentage of surveyed population, in areas covered by the Project, claiming increased trust in regional and local state institutions	52.1% [2018] – Donetsk Oblast	55% – Donetsk Oblast	47% – Donetsk Oblast	60% – Donetsk Oblast	47% – Donetsk Oblast	65% – Donetsk Oblast	41% – Donetsk Oblast	70% – Donetsk Oblast	41% – Donetsk Oblast	SCORE	According to SCORE (2021), 41% of residents of Donetsk and Luhansk oblasts trust in village and town administrations, including 42% of women and 47% of youth in Donetsk Oblast, and 42% of women and 44% of youth in Luhansk Oblast.
	49.2% [2018] – Luhansk Oblast	55% – Luhansk Oblast	34% – Luhansk Oblast	60% – Luhansk Oblast	34% – Luhansk Oblast	65% – Luhansk Oblast	41% – Luhansk Oblast	70% – Luhansk Oblast	41% – Luhansk Oblast		
1.3. Number of newly amalgamated territorial communities in areas covered by the Project	2 [2018] – Donetsk Oblast	4 – Donetsk Oblast	2 – Donetsk Oblast	9 – Donetsk Oblast	4 – Donetsk Oblast	9 – Donetsk Oblast	4 – Donetsk Oblast	9 – Donetsk Oblast	4 – Donetsk Oblast	The Ministry of Development of Communities and Territories records	As a result of local elections, 7 new territorial communities were formed in eastern Ukraine (from the list of project's target communities) as of January 2022. Namely: Khlilobodariivka, Kurakhove, Siversk and Soledar in Donetsk Oblast, Bilovodsk, Krasnorichenske and Novoaidar in Luhansk Oblast. The local elections in the remaining communities were cancelled because of the security situation in the region. As a result, civil-military administrations were formed there.
	2 [2018] – Luhansk Oblast	7 – Luhansk Oblast	3 – Luhansk Oblast	8 – Luhansk Oblast	3 – Luhansk Oblast	8 – Luhansk Oblast	3 – Luhansk Oblast	8 – Luhansk Oblast	3 – Luhansk Oblast		
Sub-output 1.1. Institutional capacities strengthened to operate in a conflict sensitive manner and handle good governance requirements pre and post amalgamation											
1.1.1. Number of representatives of local authorities in non-amalgamated communities equipped with relevant new skills and competence	0 [2018]	200	1463 (1031 – women)	400	2322 (1684 – women)	800	3 650 (2 848 – women)	1600	3 650 (2 848 – women)	Project records, LSGBs websites	In total, the Project facilitated participation of some 3 650 (78% women) representatives of local authorities and civil society leaders from the target communities in Donetsk and Luhansk oblasts in dedicated capacity building activities focused on administrative and fiscal decentralisation, participatory decision-making, inter-municipal cooperation, quality service provision, e-democracy principles, application of e-governance tools, effective interaction between local authorities and community members, public monitoring and anti-corruption control.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
1.1.2. Percentage of territorial communities which have successfully tested and adopted new conflict and gender sensitive budgeting and finance management procedures including the elaboration of expenditure standards for different types of services	0 [2018]	20%	30%	30%	30%	40%	78%	50%	78%	Project records, Administrative data from LSGBs	As a result of capacity development support provided by the Project, 14 target communities have successfully tested and adopted new conflict and gender sensitive budgeting and finance management procedures.
1.1.3. Percentage of LSGBs covered by the Project which have identified and confirm the use of citizens participation and citizens information & feedback mechanisms in their territories	0 [2018]	40%	30%	55%	58%	65%	85%	75%	85%	LSGBs websites, Project records	In total, 17 target communities successfully piloted public participation mechanisms to ensure citizens' engagement in decision-making: Bakhmut, Dobropillia, Druzhkivka, Kurakhove, Mariinka (Mariinka and Krasnohorivka), Ocheretyne, Olhynka, Siversk, Sviatohirsk and Volnovakha in Donetsk Oblast, and Bilovodsk, Hirske (Hirske and Zolote), Markivka, Novoaidar, Novopskov and Nyzhnia Duvanka, Svatove in Luhansk Oblast. This activity was co-funded by the Project 'EU Support to the East of Ukraine – Recovery, Peacebuilding and Governance'.
1.1.4. Percentage of active CSOs (among which women and youth CSOs) that use open data mechanisms and tools (e.g. Dozorro) to carry out regular anti-corruption and social inclusiveness monitoring of LSGBs activities and public procurement	0 [2018]	30%	54%	40%	62.5%	50%	80%	60%	80%	Project records, administrative data from CSOs	In 2021, 20 out of 25 CSOs implementing grant projects focused on the good governance and citizen engagement, used open data mechanisms and tools to carry out regular anti-corruption and social inclusiveness monitoring of LSGBs activities and public procurement.
Sub-output 1.2. New or improved institutions with effective reach-out facilities for citizens' administrative support in conflict affected areas and for state/civil society consultations are in place and operating											
1.2.1. Cumulative number of online universal platforms established in target communities to support local democracies	0 [2018]	0	0	6	0	6	12	6	12	Project records, administrative data from TsNAPs	The Programme had purchased the Electronic Voting System 'Holos' for its installation and launch in 12 target communities: Khlibodarivka, Kurakhove, Ocheretyne, Siversk, Zvanivka in Donetsk Oblast, and Bilovodsk, Hirske, Kreminna, Popasna, Shchastia, Stanytsia Luhanska, Troitske in Luhansk Oblast.
1.2.2. Cumulative number of active users benefiting from online universal platforms established in target communities	0 [2018]	0	0	0	0	250 (60% women)	0	500 (60% women)	909 (70.7% women)	Project records, administrative data from TsNAPs	In total, over 900 representatives (643 women) of target communities benefited from established online universal platforms by the end of the Project.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
1.2.3. Number of operating Public Councils (including PCs in areas along the contact line)	35 [2018]	10	34	18	34	26	34	35	34	Project records	As of January 2022, 34 PCs (23 in Donetsk Oblast and 11 in Luhansk Oblast) were fully operational and served as consultative and advisory bodies to foster citizens' participation in the development, implementation and monitoring of public policies.
1.2.4. Number of Citizens' Advisory Bureaus (CABs) operating in areas along the contact line and in isolated communities	7 [2018]	9	9	13	11 (14)	17	24	20	24	Project records and administrative data from CABs	As of January 2022, 24 CABs and local CSOs acting as service providers had the required capacities and were active in the target communities in Donetsk and Luhansk oblasts.
Output 2. Enhanced conflict and gender sensitive community security, law enforcement and access to justice services that are closer to the people in conflict affected areas											
2.1. Increased percentage of residents of Donetsk and Luhansk oblasts trust justice and security institutions	Trust in Courts: 12% [2017] – Donetsk Oblast	15% – Donetsk Oblast	25% – Donetsk Oblast	25% – Donetsk Oblast	25% – Donetsk Oblast	30% – Donetsk Oblast	18% – Donetsk Oblast	Trust in Courts: 35% – Donetsk and Luhansk oblasts	18% – Donetsk Oblast	SCORE	According to SCORE (2021), 18% of residents of Donetsk Oblast and 20% of residents of Luhansk Oblasts trust in courts, including 19% of women and 22% of youth in Donetsk Oblast, and 20% of women and 33% of youth in Luhansk Oblast. Similarly, 29% of residents of Donetsk Oblast and 32% of residents of Luhansk Oblasts trust in the police, including 30% of women and 33% of youth in Donetsk Oblast, and 33% of women and 44% of youth in Luhansk Oblast.
	18% [2017] – Luhansk Oblast	20% – Luhansk Oblast	24% – Luhansk Oblast	25% – Luhansk Oblast	24% – Luhansk Oblast	30% – Luhansk Oblast	20% – Luhansk Oblast	20% – Luhansk Oblast			
	Trust in Police: 33% [2017] – Donetsk Oblast	35% – Donetsk Oblast	32% – Donetsk Oblast	40% – Donetsk Oblast	32% – Donetsk Oblast	45% – Donetsk Oblast	29% – Donetsk Oblast	Trust in Police: 50% – Donetsk and Luhansk oblasts	29% – Donetsk Oblast		
	34% [2017] – Luhansk Oblast	36% – Luhansk Oblast	32% – Luhansk Oblast	40% – Luhansk Oblast	32% – Luhansk Oblast	45% – Luhansk Oblast	32% – Luhansk Oblast	32% – Luhansk Oblast			
2.2. Percentage of citizens, informed by the Project, benefiting from legal information, counselling and/or representation, in the context of their court cases (in areas covered by the Project)	0	45%	72.7%	50%	79%	60%	79%	60%	79%	Baseline and annual surveys	Overall, 79% of surveyed court users benefitted from legal information, counselling and/or representation, in the context of their court cases.
2.3. Number of justice service providers, who gained new skills and knowledge on human rights and quality public service provision	0	80	87 (36 – women)	130	168 (96 women)	150	235 (149 women)	150	235 (149 women)	Baseline and annual surveys	In total, 235 lawyers of the free legal aid system gained new skills and knowledge on human rights and quality public service provision with the support from the Project.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
2.4. Percentage of women feeling safe in their communities (day and night) (Donetsk and Luhansk oblasts)	72% of women feel safe during day, 34.9% after dark [2018] – Donetsk Oblast	75% of women feel safe during day, 39% after dark – Donetsk Oblast	82% of women feel safe during day, 41% after dark – Donetsk Oblast	77% of women feel safe during day, 45% after dark – Donetsk Oblast	82% of women feel safe during day, 41% after dark – Donetsk Oblast	79% of women feel safe during day, 55% after dark – Donetsk Oblast	81% of women feel safe during day, 44% after dark – Donetsk Oblast	No less than 80% during day, and no less than 60% at night – Donetsk Oblast	81% of women feel safe during day, 44% after dark – Donetsk Oblast	Security and Justice survey	According to the results of the Security and Justice survey (2021), 81% of women feel safe during day and 44% after dark in Donetsk Oblast, while 85% of women feel safe during day and 44% after dark in Luhansk Oblast.
	71.5% of women feel safe during day, 43.1% after dark [2018] – Luhansk Oblast	75% of women feel safe during day, 46% after dark – Luhansk Oblast	83% of women feel safe during day, 44% after dark – Luhansk Oblast	77% of women feel safe during day, 50% after dark – Luhansk Oblast	83% of women feel safe during day, 44% after dark – Luhansk Oblast	79% of women feel safe during day, 55% after dark – Luhansk Oblast	85% of women feel safe during day, 44% after dark – Luhansk Oblast	No less than 80% during day, and no less than 60% at night – Luhansk Oblast	85% of women feel safe during day, 44% after dark – Luhansk Oblast		
Sub-output 2.1. Strengthened conflict and gender sensitive planning capacities among duty bearers for services development and strategies for improved community security and access to justice designed and implemented											
2.1.1. Percentage of trained LSGB and SP representatives who confirm their understanding of human rights for effective service planning and delivery	0 [2018]	45%	52%	55%	60%	65%	83%	75%	83%	Baseline and annual surveys	The results of post-training monitoring show that 83% of participants representing local authorities, service providers and civil society confirmed their understanding of human rights-based approach for effective service delivery and advocacy.
2.1.2. Cumulative number of local strategies aimed at improving services related to access to justice and community security which are designed, budgeted and implemented in a gender-sensitive and participatory manner	0 [2018]	2	2	5	6	10	23	15	23	LSGBs websites, project records	During 2019 – 2020, six strategies were adopted with support from the Project: Donetsk Oblast Juvenile Delinquency Prevention Programme, 2022 Youth Crime Prevention Strategy, two oblast-level community policing programmes for Donetsk and Luhansk oblasts, Regional Programme on Prevention of Offences Related to Combating Drug Addiction and Drug Trafficking for 2019-2021 (Donetsk Oblast), and Regional Strategy for the Development of a Safe Environment in the Amalgamated Territorial Communities of Luhansk Oblast for 2020. Besides, 17 community-based security policies have been improved in Donetsk and Luhansk oblasts in 2021, covering the following communities: Avdiivka, Manhush, Milove, Myrnohrad, Sloviansk, Soledar, Svitlodarsk, Volnovakha, Vuhledar in Donetsk Oblast; Bilovodsk, Krasnorichenske, Lozno-Oleksandrivka, Milove, Nyzhnia Duvanka, Popasna, Shchastia, Stanytsia Luhanska, Zolote in Luhansk Oblast.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
2.1.3. Percentage of territorial communities (covered by the Project) which have adopted Gender Responsive Budgeting	0 [2018]	20%	23%	30%	31.2%	40%	100%	50%	100%	LSGBs websites, project records	In total, 32 out of 32 target communities adopted specific gender-responsive budgets and programmes. This activity was co-funded by the Project 'EU Support to the East of Ukraine – Recovery, Peacebuilding and Governance'.
Sub-output 2.2. New or improved institutions for justice, law enforcement and security which have relevant knowledge and skills to effectively and efficiently serve and protect people in conflict-affected areas											
2.2.1. Cumulative number of Centres for Safety and Security in place and operating	6 [2018] – Donetsk Oblast 0 [2018] – Luhansk Oblast	8	11	11	13	13	16	13	16	CSS records, Project records	In January 2022, the following communities had fully operational Centres for Safety and Security: Andriivka, Bilozerke, Cherkaske, Illinivka, Khlilbodariivka, Lyman, Mykolaivka, Novodonetske, Novohrodivka, Novotroitske, Ocheretyne, Sartana, Shakhove, Siversk, Soledar and Sviatohirsk in Donetsk Oblast.
2.2.2. Cumulative number of local service providers with integrated legal aid and community policing functions in their service portfolios	0 [2018]	1	0	4	1	7	11	8	11	Administrative data from TsNAPs, project records, grant reporting	By the end of 2021, renovated police stations were opened in Krasnorichenske, Triokhizbenka and Zolote in Luhansk Oblast. The Livoberezhnyi police station and 'Open Police Hub' (police-owned centre for development and implementation of community policing initiatives) were opened in Mariupol in Donetsk Oblast. Moreover, the Project supported the legal aid provision in the premises of the local administrative service centres (ASCs), local self-government bodies in 6 pilot communities, namely in Manhush, Mariinka and Volnovakha in Donetsk Oblast, Nyzhnioteple, Shchastia and Stanytsia Luhanska in Luhansk Oblast.
2.2.3. Cumulative number of community policing services (of which women community policing) in place and operating in rural areas and close to the contact line	0 [2018]	2	3	6	13	8	28	8	28	Project records, administrative data from LSGBs	As of January 2022, 28 community policing services were in place and operating in rural areas and close to the contact line.
Output 3. Successfully decentralised and participatory environmental protection promotes a cleaner environment in the conflict affected areas											
3.1. Number of territorial communities which have regained lands through demining and removal of unexploded remnants of war (in areas along the contact line covered by the Project)	0 [2018]	2	3	5	7	8	9	10	9	Project records, administrative data from LSGBs	As of January 2022, the territories within the target communities of Bilovodsk, Krasnyi Derkul, Krasna Talivka, Popasna, Shchastia, Shyrokyi, Siversk, Stanytsia Luhanska and Zolote were inspected and cleared. The demining of these areas was carried out by the HALO Trust, DRC and FSD.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
3.2. Number of municipalities and territorial communities in areas covered by the Project which are adopting concrete energy saving measures	0 [2018]	4	7	8	8	10	11	10	11	Project records, administrative data from TsNAPs	In total, 11 territorial communities have benefitted from improved energy saving measures at the local level: Khlibodarivka, Kurakhove, Mariinka, Toretsk and Volnovakha in Donetsk Oblast; Bilovodsk, Krasnorichenske, Novoaidar, Rubizhne, Shchastia and Stanytsia Luhanska in Luhansk Oblast.
3.3. Number of municipalities and territorial communities which are recycling their domestic waste	0 [2018]	2	4	8	9	10	16	10	16	Project records, administrative data from LSGBs	During the Project implementation period, 16 municipalities and territorial communities benefitted from initiatives focused on domestic waste management: Bakhmut, Khlibodarivka, Kramatorsk, Krasnohorivka, Kurakhove, Mariupol, Myrnohrad, Olhynka, Pokrovsk and Toretsk in Donetsk Oblast; Bilokurakyne, Hirske, Markivka, Milove, Sievierodonetsk and Stanytsia Luhanska in Luhansk Oblast.
Sub-output 3.1. Strengthened analytical and planning capacities, and strategies for improved environmental protection in place											
3.1.1. Cumulative number of local (participatory) environmental assessments carried out in territories covered by the Project	0 [2018]	5	2	8	9	10	13	10	13	LSGBs websites, project records	The Project conducted a comprehensive assessment of the environmental situation in Donetsk and Luhansk oblasts which identified environmental data gaps, weak capacity and limited equipment available in the targeted communities to ensure accurate and timely monitoring of air and water quality, land conditions and waste management. In addition, the following communities have benefitted from their local-level environmental assessments: Kurakhove, Sartana, Siversk, Soledar and Toretsk in Donetsk Oblast; Bilovodsk, Krasnorichenske, Lysychansk, Novoaidar, Popasna and Shchastia in Luhansk Oblast.
3.1.2. Cumulative number of municipalities and territorial communities which have designed environment protection strategies and are implementing them	0 [2018]	5	0	8	7	10	10	10	10	LSGBs websites, project records	Local environmental protection strategies were designed based on the results of the participatory assessments (3.1.1). In total, 10 target communities benefitted from this work: Kurakhove, Sartana, Siversk, Soledar and Toretsk in Donetsk Oblast; Bilovodsk, Krasnorichenske, Novoaidar, Popasna and Shchastia in Luhansk Oblast.
3.1.3. Cumulative number of municipalities which carry out regular air pollution control and reporting	0 [2018]	5	0	10	20	15	20	15	20	Municipalities websites, project records	As of January 2022, 20 municipalities started to carry out regular air pollution control and reporting: Katerynivka, Khlibodarivka, Krasnohorivka, Kurakhove, Mariinka, Ocheretyne, Olhynka, Pobeda, Soledar, Siversk, Toretsk, Velyka Novosiilka and Volnovakha in Donetsk Oblast; Bilovodsk, Kreminna, Novoaidar, Popasna, Shchastia, Shyrokyi and Zolote in Luhansk Oblast.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
Sub-output 3.2. Mitigated conflict-related environmental risks and improved environmental protection of the conflict affected areas											
3.2.1. Percentage of territorial units where inventories of environmental hazards and environmental monitoring are regularly carried out	0 [2018]	20%	0%	30%	0	40%	100%	40%	100%	Project records, administrative data from LSGBs	The list of the most hazardous industrial enterprises was created and their environmental impact on the region was assessed with support from the Project. Moreover, a working group on the prevention of environmental hazards and environmental monitoring has been established under the Department of Ecology of Donetsk Oblast Administration, with the participation of the representatives of the local authorities of the target communities and relevant enterprises.
3.2.2. Extent to which dialogue takes place between LSGBs and large industrial enterprises production pollution reduction ((Scale 1-4): 1-Low, 2-Very Partially, 3-Partially, 4-Fully)	0 [2018]	1	2	2	2	4	3	4	3	Yearly interviews with LSGBs and enterprises, project records	To date, the Project supported substantial dialogue between local self-government bodies in Donetsk and Luhansk oblasts, representatives from industry and the energy sector, business, NGOs and the media, with a focus on environmental issues, in particular balancing economic growth and protecting the environment, as well as ways to achieve decarbonisation and find effective measures to adapt to climate change.
Sub-output 3.3. Increased civil society's activism for improved environmental protection											
3.3.1. Number of CSOs and citizens' groups (of which women and youth CSOs), in areas covered by the Project, whose activities are focused on environmental protection promotion and advocacy	0 [2018]	10	5	20	34	40	48	40	48	Project records, administrative data from CSOs, LSGBs data on CSOs activities	In total, the Project supported 48 environmental CSOs by improving their capacity in project management and providing financial support for implementation of micro-initiatives at the local level.
3.3.2. Cumulative number of territorial communities in which CSOs and citizens' groups have designed and are implementing environmentally friendly initiatives	0 [2018]	20	16	40	29	40	43	40	43	Project records, administrative data from CSOs	Environmentally friendly initiatives have been implemented in 100% of target territorial communities (20 out of 20) and covered 43 different settlements.
Output 4. Social cohesion and citizens' influence on local development decisions strengthened											
4.1. Increased percentage of women and young people in territories covered by the Project who believe decision making is inclusive and responsive	39% – women [2020], 41% – youth [2020]	NA	NA	43% (women), 43% (youth)	39% – women, 41% – youth	45% (women), 45% (youth)	45% (women), 48% (youth)	No less than 50%	45% (women), 48% (youth)	Security and Justice survey	According to the results of the Security and Justice survey (2021), 45% of women and 48% of youth believe that decision making is inclusive and responsive, and local authorities are effectively addressing the emerging priorities.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
4.2. Increased SCORE Index on “tolerant and socially responsible citizenship”	5.0 [2017] – Donetsk Oblast	5.1 – Donetsk Oblast	5.1 – Donetsk Oblast	5.2 – Donetsk Oblast	5.1 – Donetsk Oblast	5.4 – Donetsk Oblast	6.1 – Donetsk Oblast	5.5 – Donetsk Oblast	6.1 – Donetsk Oblast	SCORE	According to SCORE (2021), the overall levels of social tolerance towards different minority and marginalized groups in Donetsk and Luhansk oblasts are 6.1 and 6.5 respectively.
	4.8 [2017] – Luhansk Oblast	5.0 – Luhansk Oblast	5.4 – Luhansk Oblast	5.2 – Luhansk Oblast	5.4 – Luhansk Oblast	5.3 – Luhansk Oblast	6.5 – Luhansk Oblast	5.3 – Luhansk Oblast	6.5 – Luhansk Oblast		
4.3. Increased SCORE Index on “social connectedness and belonging”	6.8 [2017] – Donetsk Oblast	7.0 – Donetsk Oblast	6.8 – Donetsk Oblast	7.1 – Donetsk Oblast	6.8 – Donetsk Oblast	7.2 – Donetsk Oblast	6.9 – Donetsk Oblast	7.3 – Donetsk Oblast	6.9 – Donetsk Oblast	SCORE	According to SCORE (2021), the level of pluralistic Ukrainian identity, measured as a degree to which one believes that everyone despite their ethnic and cultural background is an integral part of Ukrainian society, in Donetsk and Luhansk oblasts are 6.9 and 7.3 respectively.
	6.7 [2017] – Luhansk Oblast	6.9 – Luhansk Oblast	6.7 – Luhansk Oblast	7.1 – Luhansk Oblast	6.7 – Luhansk Oblast	7.2 – Luhansk Oblast	7.3 – Luhansk Oblast	7.3 – Luhansk Oblast	7.3 – Luhansk Oblast		
Sub-Output 4.1. Increased dialogue for territorial community development between well-informed citizens and local self-governments											
4.1.1. Percentage of territorial units covered by the Project with well-functioning Open Dialogue platforms	0 [2018]	10%	100%	15%	100%	90%	100%	90%	100%	Project records	<p>Efficient and well-functioning open dialogue platforms (CSWGs) were established in all target communities of the project.</p> <p>Donetsk Oblast: Avdiivka, Dobropillia, Druzhkivka, Krasnohorivka, Manhush, Mariinka, Myrnohrad, Novhorodske, Pokrovsk, Sartana, Siversk, Sloviansk, Svitlodarsk, Velyka Novosilka, Volnovakha, Vuhledar.</p> <p>Luhansk Oblast: Bilovodsk, Katerynivka, Krasnorichenske, Kreminna, Lozno-Oleksandrivka, Lysychansk, Milove, Novoaidar, Nyzhnia Duvanka, Popasna, Pryvillia, Sievierodonetsk, Stanytsia Luhanska, Triokhizbenka, Troitske, Zolote.</p>
4.1.2. Number of territorial units with established system for insider mediation	0 [2018]	1	0	2	0	3	2	4	3	Project records, administrative data from LSGBs	The system for insider mediation was established in Myrnohrad, Sartana in Donetsk Oblast, and Kreminna in Luhansk Oblast. Elaboration of the system in Avdiivka community in Donetsk Oblast, that was ongoing as of January 2022, has been further cancelled due to the full-scale invasion of the Russian Federation into Ukraine.
4.1.3. Percentage of representatives of vulnerable groups in areas covered by the Project who confirm that their voice is heard in community dialogues	73.8%	45%	85%	55%	84%	65%	84%	75%	84%	Baseline and annual surveys	Based on the results of the CSWGs survey conducted in 2021, the proportion of population who confirm that their voice is heard in community dialogues is 84% and 92% of them are convinced that these groups are making positive changes, as well as contributing to gender equality (88%), youth engagement (87%) and inclusivity (85%).

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
Sub-Output 4.2. Capacities for conflict and gender sensitive community development strategies/project planning implementation strengthened											
4.2.1. Percentage of citizens' groups and CSOs members in areas covered by the Project who understand and use human rights-based, conflict and gender sensitive approaches to plan new initiatives	0 [2018]	50%	53%	60%	63%	75%	73% (88% in 2021)	80%	73%	Project records, desk review of grant proposals	According to the results of a desk review, over 73% of local citizens' groups and CSOs have a solid understanding of human rights-based, conflict and gender sensitive approaches and apply this knowledge while planning and implementing local service improvement projects.
4.2.2. Cumulative number of local services improvement projects planned in a conflict and gender sensitive manner and implemented by CSOs and citizens groups (including women and youth)	0 [2018]	30 realised by at least 30% women and 10% youth	96 (20.8% – by women, 35.4% – by youth)	60 – 30% women and 20% youth	246 (17.5% – by women, 28.5% – by youth)	90 – 30% women and 30% youth	306 (16.7% – by women, 29.4% – by youth)	120 – 30% women and 30% youth	306 (16.7% – by women, 29.4% – by youth)	Project records, administrative data from CSOs	In total, the Project supported 306 local services improvement projects (out of which 117 are micro-initiatives) focused on access to justice, community security, social cohesion, community mobilization and other issues.
4.2.3. Cumulative number of CSOs and CSWGs (of which women and youth CSOs and CSWGs) which carry out analyses of social disconnectedness issues in their territories and plan their resolution	0 [2018]	8 realised by at least 30% women and 10% youth	20 – 40% women and 30% youth	12 – 30% women and 20% youth	36 – 36% women and 27% youth	16 – 30% women and 30% youth	53 – 28% women and 30% youth	20 – 30% women and 30% youth	53 – 28% women and 30% youth	Project records, administrative data from CSOs and CSWGs	Overall, 53 CSOs carried out analyses of social disconnectedness issues in their communities. There were 15 women CSOs and 16 youth CSOs engaged into discussions and planning of recovery interventions at the local level.
Sub-Output 4.3. Strengthened civic activism and volunteering that effectively promote social cohesion and peacebuilding											
4.3.1. Cumulative number of volunteers/interest groups (of which youth and women groups) that are actively promoting dialogues on peacebuilding and political security	0 [2018]	5 groups with no less than 3 youth/women groups	11 (6 youth and women groups)	8 (6)	25 (20 youth and women groups)	11 (8)	38 (30 youth and women groups)	15 (10)	38 (30 youth and women groups)	Project records, administrative data from CSOs	Due to support from the Project, 38 new volunteers/interest groups (30 of them are youth and women groups) started to actively promote dialogue on peacebuilding, tolerance and political security in their communities.
4.3.2. Cumulative number of social cohesion initiatives (projects) promoting tolerance and inclusivity planned and implemented by young citizens' groups and women's groups	0 [2018]	5	29	10 (5)	47 (12)	20 (10)	66 (26)	30	66 (26)	Project records, administrative data from CSOs and citizens' groups	To date, 26 out of 66 social cohesion initiatives (projects) promoting tolerance and inclusivity were planned and implemented by youth and women's groups.

Indicators	Baseline	Target (2019)	Actual (2019)	Target (2020)	Actual (2020)	Target (2021)	Actual (2021)	Target (2022)	Actual (2022)	Means of verification	Comments
Sub-output 4.4. Strengthened capacities of regional and local mass media and enhanced policy making for conflict affected regions											
4.4.1. Cumulative number of mass media representatives trained	0 [2018]	30	56 (32 – women)	50	76 (43 – women)	70	86 (51 – women)	70	86 (51 – women)	Project records	In total, some 86 representatives (59% women) of local media increased their capacity and skills in conflict-sensitive reporting and human rights, as well as peculiarities of COVID-19 crisis communication through tailored training sessions and coaching.
4.4.2.a. Donbas Media Forum supported (1 per year)	0 [2018]	1	1	2	1	3	1	3	1	Project records, Forum records	The project supported the conduct of the 5th Donbas Media Forum, that took place on 5-6 September 2019 in Kharkiv.
4.4.2.b. Cumulative number of blogs produced by the Kramatorsk Anti-Crisis Media Centre	0 [2018]	10	7	20	23	30	37	30	37	Desk review, Media analysis	To date, 37 blogs have been produced by the Kramatorsk Anti-Crisis Media Centre with support from the Project.
4.4.3. Cumulative number of journalists/bloggers who participated in exchange visits	0 [2018]	30	25 (11 – women)	50	25 (11 – women)	70	35 (18 – women)	70	35 (18 – women)	Project records	In 2019 and 2021, the Project supported two study visits of 35 journalists (18 women) from other parts of Ukraine to Donetsk and Luhansk oblasts. During 2020, the exchange visit programmes were cancelled due to the COVID-19 pandemic and related movement restrictions in Ukraine.
4.4.4. Number of national and regional level policies and actions designed with direct support from the Project	0 [2018]	1	3	3	5	5	6	5	6	Project's records, national government sites	Overall, six national and regional level policies and actions have been designed with the support from the Project and broad participation of civil society and experts: Donetsk Oblast Juvenile Delinquency Prevention Programme; 2022 Youth Crime Prevention Strategy; Regional Action Plan on Social Protection and Rehabilitation of Conflict-Affected Persons in Luhansk Oblasts for 2020-2021; Regional Strategy for Developing STEM (Science, Technology, Engineering, Mathematics) education of Donetsk Oblasts; Regional Target Programme (named "Turbota"); Strategy for Association of NGOs of Luhansk Oblast.